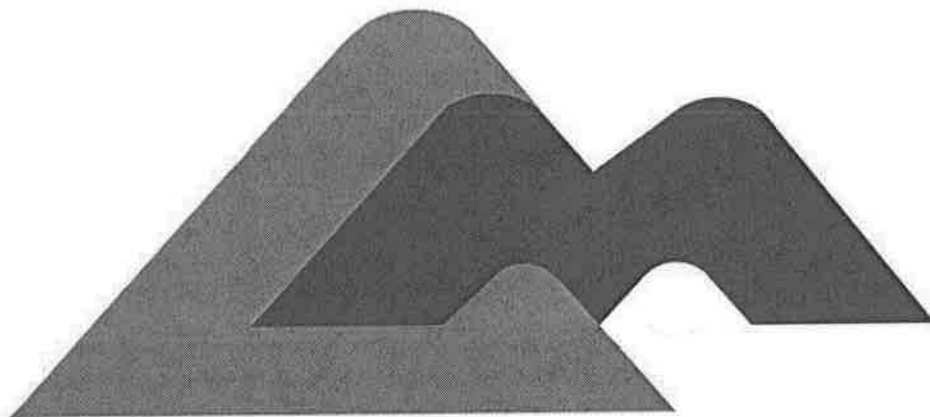


Georgia Mountains Regional Commission



Comprehensive Local Workforce Investment Act Plan 2014-2017

**Georgia Mountains Workforce Investment Board
2481 Hilton Drive, Suite 8
Gainesville, GA 30501**

**Equal Opportunity Employer
Program Auxiliary Aids and Services Available Upon Request to Individuals with Disabilities**

Submitted: March 26, 2014

Local WIA (LWIA) Workforce Development Plan Guidance

Updated for PY 2014

In accordance with state planning and policy passed by the State Workforce Investment Board, Local Workforce Investment Areas should use the PY2012-2016 State Integrated Plan (available at <http://workforce.georgia.gov/notice-public-commentary>) to guidance in their approach to developing Local Area Plans.

LWIA Contacts

1. **Name of Local Workforce Investment Area (LWIA):**

Georgia Mountains Workforce Development Area 2

2. **Contact information for Chief Local Elected Official:**

Name and Title: Honorable Mike Berg, Dawson County Commission Chair

Mailing Address: 25 Justice Way, Suite 2313

Dawsonville, GA 30534

Phone Number: 706.344.3501

Email Address: mlberg@dawsoncounty.org

3. **Name of organization administering the grant (a.k.a. Fiscal Agent):**

Georgia Mountains Regional Commission

Contact information for representative from Fiscal Agent:

Name and Title: Mr. Danny Lewis, Executive Director

Mailing Address: P.O. Box 1720, Gainesville, GA 30503

Phone Number: 770.538.2626

Email Address: dlewis@gmrc.ga.gov

4. **Contact information for Local Area Director:**

Name and Title: Mr. John Phillips, Jr.

Mailing Address: 2481 Hilton Drive Suite 8, Gainesville, GA 30501

Phone Number: 770.538.2735

Email Address: jphillips@gmrc.ga.gov

Fax Number for Local Area Director: 770.538.2730

5. **Contact information for the Local Workforce Investment Board Chair:**

Name and Title: Ms. Andrea Gibby, Chair

Mailing Address: P.O. Box 122, Young Harris, GA 30582

Phone Number: 706.835.6766

Email Address: agibby@cityofyoungharris.net

6. **Contact information for the Youth Council Chairperson:**

Name and Title: Ms. Chevalier Ruff, Chair

Mailing Address: P.O. Box 691, Gainesville, GA 30503

Phone Number: 770.532.8102 ext. 20

Email Address: bgchc.chevalier@gmail.com

7. **Name, address, and phone number of the area's One-Stop operator(s): *List all subsequent One-Stop Locations in Attachment A.***

Name of One-Stop Location: Gainesville Career Center

Name of One-Stop Operator: Gainesville Career Center

Physical Address of One-Stop Location: 2756 Atlanta Highway, Gainesville, GA 30504

Phone Number of One-Stop Location: 770.535.5484

Phone Number of One-Stop Operator: 770.535.5484

8. Website address for local area: www.gmrc.ga.gov
- Facebook page (if applicable): Georgia Mountains Workforce Development 2
- You Tube channel (if applicable): N/A
- Twitter or other social media for the area (if applicable): https://www.facebook.com/GMRC.WD
Twitter@GMRCWD
9. Contact information for individual(s) with primary responsibility for plan development:
- Name: John Phillips, Jr.
- Email Address: jphillips@gmrc.ga.gov
- Phone Number: 770.538.2735

LWIA Plan Signatures

Name of LWIA: Georgia Mountains Workforce Development Area 2

Chief Local Elected Official:

_____	_____
<i>Honorable Mike Berg, CLEO Chair</i>	<i>Date</i>

Local Area Director:

_____	_____
<i>John Phillips, Jr., GMWD Director</i>	<i>Date</i>

Local Workforce Investment Board Chairperson:

_____	_____
<i>Ms. Andrea Gibby, WIB Chairperson</i>	<i>Date</i>

A map of Georgia showing its county boundaries and major cities. The counties labeled are Hancock, Rabun, Clayton, Union, Towns, White, Habersham, Lumpkin, Dahlonega, Forsyth, Hall, Banks, Stephens, Franklin, and Hart. Major cities and towns marked include Blairsville, Clayton, Cleveland, Clarkesville, Toxcoota, Dandridgeville, Dawsonville, Gainesville, Homer, Cameraville, and Hotwell. The map also shows the locations of several dams, indicated by small rectangular structures across rivers.

The Workforce Investment Act is a U.S. federal law enacted in 1998 to replace the Job Training Partnership Act and certain other Federal laws relating to job training. The purpose of the act is to provide workforce investment activities through statewide and local workforce investment systems. The aim behind it is to increase the employment, retention, and earnings of participants, and increase occupational skill attainment by participants. The end goal is to improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the nation.

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I. Vision and Goals

Provide the vision for the LWIA's system and list the goals that have been established to achieve the vision. These goals should incorporate LWIA Board votes and activities that set forth LWIA policy for the area. Review and incorporate the priorities from the 2011-2012 Georgia Competitiveness Initiative (view report: www.georgiacompetitiveness.org), statewide effort to encourage employment within the skilled trades (a.k.a. Go Build Georgia, see: www.gobuildgeorgia.com), and any and all recent local economic development trends. Refer to USDOL ETA's National Strategic Directions (TEGL 13-06) to address local vision and goals, as appropriate.

A strategic planning session was held on December 7, 2011 with members of the Georgia Mountains Area 2 WIB. Cooperation & Collaboration, Job Seeker Skills, Public Awareness and Board Development Committees were formed. The following recommendations were made by the committees and approved by vote of the Georgia Mountains WIB.

Georgia Mountains Workforce Development Mission Statement

To achieve sustainable economic growth & individual self-sufficiency by developing, sustaining and promoting employment resources & opportunities for all job-seekers & employers through community partnerships.

Cooperation & Collaboration

Success Vision

- Employment opportunities and services for job applicants are easy to locate and accessible to the public
- Job seekers have the necessary tools to prepare themselves for employment opportunities in the current job market and the ability to utilize these tools
- Total provider cooperation to further enhance collaboration and enhancement of the program
- High awareness of WIB mission and services continuum among job seekers and employers
- Ideally, a level of "full employment" would be reached in our area where all eligible employees are able to find work which pays them an enhanced wage to adequately support their household

Goals

- Open communication among all agencies and resources to better collaborate and improve services to clients in our area
- Identify service gaps to eliminate possible weaknesses in the program allowing for better service to the area as a whole
- Enhance target services focusing on both the unemployed and underemployed; youth, both in school and out; dislocated workers; and On-the-Job Training

Strategies

- Develop a comprehensive inventory of services available to potential employees and employers
- Increase agency administrators' awareness of employment and training (WIA) services by increasing visibility and communication

Job Seeker Skills

Success Vision

- Job applicants will be trained in a determined growth and demand occupation leading to a secure position with financial stability and a higher median income.
- All eligible job seekers are fully employed reducing the real unemployment rate, taking into account both underemployed and discouraged individuals no longer looking for work.
- An increase in summer youth jobs is evidence that youth are benefiting from the real world experience and counseling received during Summer Work Experience and more worksites will be willing to work with our program.
- Encouraging clients to make earning a high school diploma or GED a priority ensures that potential employees are aware of the greater opportunities and advancements when they hold a degree.
- A high school diploma provides assurance to the employer that the applicant has met certain basic education standards. By focusing on a higher graduation rate, we are bettering the future workforce.

Goals

- Job-seekers receive education and training in a specialized field making them attractive to employers requiring specific industry needs.
- Partner with local businesses to create a large number of jobs for Summer Work Experience.

Public Awareness

Success Vision

- The WIB is recognized throughout the area as the voice of workforce development. When media representatives seek an expert opinion concerning issues related to the workforce, they contact the WIB Chair. Employers and job-seekers alike come to the One-Stop for service and are well-pleased with results.

Goals

- Create a positive "name recognition" for the WIB and its activities/programs in order to increase visibility and promotion through word of mouth in our communities.
- Cultivate the support of local news media making certain that our programs name and benefits stay in the public eye.
- Ensure that employers are aware of the benefits that they receive through WIA, from a skilled workforce to on-the-job training.

Strategies

- Develop a broad multi-media campaign:
 - PSA's, articles, & flyers making general information easily accessible.
 - Develop an infomercial to air on access channels of Technical schools and Universities we partner with that will appeal to a large group of our target audience- students who are currently in school and motivated to graduate and enter the workforce.
 - Work with the Chamber of Commerce to become a trusted source for businesses to turn to when looking for potential employees.
 - Civic Clubs have the mission of giving back to the community and raising public awareness for programs like Workforce Development.
 - Provide information to governments increasing program transparency and gathering public opinion to help shape the program.
 - Target high school juniors and seniors to provide information on our services and assistance we provide in obtaining a postsecondary education.
 - Local law enforcement comes into contact with eligible individuals with specific needs on a daily basis that could use our services.
 - Both DFACS & Foster programs could direct their clients to us if they are looking to start a new career, retrain, or enter school for the first time.
 - Many local churches run programs reaching individuals who want to better themselves but may not have the resources- sending these individuals to Workforce Development will allow them access to these services.
 - Individuals who are visiting their local DOL or Career Center are also in our target market since they are often looking to upgrade their current skill level or retrain in a new career.
 - Host educational classes to filter program information to the community in a clear, accessible way.
 - E-mail "blast" through Chamber of Commerce, keeping businesses informed with up-to-date information on current services.
- Establish a PR person who handles communication with all media outlets ensuring that information is communicated in a correct, timely, and clear manner to both participating and potential clients and employers.
- Develop an educational campaign through Chamber of Commerce showing potential employers the benefits of partnering with Workforce Development.

Board Development

Success Vision

- The WIB includes active representatives from all 13 counties, ensuring we are reaching all communities we work with.
- A majority of the WIB members play a role in both the public and private sectors of our communities. Members who wear two or more hats put their employer hat on top.
- WIB has such a reputation for success that there is a waiting list to sit on the board.

- WIB members talk about WIB activities at their local civic group meetings. WIB members often have access to organizations or individuals who could benefit from knowing about and becoming involved with our program.
- WIB members attend regional (SETA) and national (NAWB) meetings giving WIB members a valuable network of resources and contacts outside of their home area.
- WIB meetings should be an enjoyable environment being both productive and dedicated to raising the quality of the program.
- The WIB conducts an annual self-assessment and makes changes based on the findings.

Goal

- Create and support a Workforce Investment Board that is representative of the community, effective stakeholders, and enjoyable for all members. A diverse board will help us to reach all facets of our local communities and provide services to all eligible individuals.

Strategies

- Implement an on-going orientation program for new members in order to quickly adapt them to current policies and issues the Board is examining.
- Include a Board development topic in every Board meeting ensuring our programs are constantly moving forward and evolving.
- Create a committee system around topics identified by strategic planning, allowing members to focus on the issues which they feel strongly about and are best able to relate & discuss.
- Create a “buddy system” to reinforce commitment of clients.
- Develop a job description for WIB members to clarify the individual roles they play in developing and shaping our programs.
- Individuals who are creating jobs in the community are able to offer valuable input to the WIB. Strengthening the presence of the private sector on the WIB will help the board have an idea of the opportunities, services, and skills crucial to success in today’s workforce.

II. Local Governance

Describe how the local workforce development system will be governed to ensure that it is comprehensive, fiscally responsible, integrated, effective, responsive, and participant focused. *Some examples of items to describe include: the local board committee structure, the board's financial and program oversight activities, the board's membership recruiting policies, the board's integration with business and economic development needs in the area, and how the board aligns programs to local education (i.e. technical colleges) and business (i.e. local chambers) stakeholders.*

Describe how the LWIA has worked with other workforce partners to promote service integration.

Describe how the local area's staffing is organized with regard to local Workforce Investment Board support and WIA administrative functions. Provide the titles and major activities/roles of the area's key staff.

Describe the connection and cross-membership between the Youth Council and the local Workforce Investment Board. List the responsibilities the local Board has vested in the Youth Council.

Describe any linkages the area has established with other local boards in the region (workforce boards and related boards).

Georgia Mountains Workforce Development Chief Elected Officials Structure

Georgia Mountains Workforce Development consists of 13 Counties represented by a County Commission Chair or appointed Commissioner by Commission Chair from each county: (see Table # 2.1)

- Banks County
- Dawson County
- Forsyth County
- Franklin County
- Hall County
- Habersham County
- Hart County
- Lumpkin County
- Rabun County
- Stephens County
- Towns County
- Union County
- White County

Grant Recipient

Georgia Mountains Regional Commission, P.O. Box 1720, Gainesville, GA 30503

- Sam Norton, GMRC Board Chair
- W. Danny Lewis, GMRC Executive Director

Georgia Mountains Workforce Development Local Board(WIB) Structure. (see Table # 2.2)

Membership includes:

- 30 member representation from all 13 Georgia Mountains Counties
 - Minimum allowable membership of 51% private sector industry
 - Members serve on 3 year rotating basis

Structure

- Chair must come from the private sector
 - Nominated and voted on by WIB
- Vice-Chair must come from the private sector
 - Nominated and voted on by WIB
- Secretary and Treasurer
 - Nominated and voted on by WIB
- WIB Committees
 - WIB Executive Committee consists of:
 - GMWIB Chair
 - serves two year term or length on WIB whichever first
 - GMWD Vice-Chair
 - serves two year term or length of WIB whichever first
 - GMWIB Secretary and Treasurer
 - serves two year term or length of WIB whichever first
 - Committee Chairs

Financial and Program Oversight

Budget must be approved by

- GMWIB votes to approve the budget and move it forward to GMRC Executive Committee
- GMRC Executive Committee reviews budget and votes to approve or revoke
- GMWIB Executive Committee reviews the budget and votes to pass it on to the full board
- Georgia Mountains Board of Directors gives final approval of the budget
- 30 Day public review of budget posted on website

Financial and Program Oversight

- Georgia Mountains Regional Commission Executive Director
- Georgia Mountains Regional Commission Finance Department
- GMWIB Executive Committee
- GMWIB
- Annual Governor's Office of Workforce Development Program Review
- Annual Georgia Mountains Independent Audit for sub-state and non-profit organizations
- USDOL Audit
- Georgia Mountains Regional Council

Membership Recruiting Policy (see Table # 2.3)

In the event of WIB vacancy

- Determine type of vacancy, remaining term and county represented
 - Request appointment from County's Chief Elected Official or
 - GMRC will provide a list of potential candidates to County's Chief Elected Official for nomination

Georgia Mountains Workforce Development Youth Council (see Table #2.4)

- Member composition of GMWD Youth Committee should have one or more of the following;
 - WIB members having interest in, or expertise with youth policy;
 - Individuals employed with youth services agencies;
 - Parents of youth who are eligible for WIA services;
 - Job Corps recruiters and representatives;
 - Individuals having experience with WIA youth activities;
 - Other individuals identified by the WIB.
- Duties of Georgia Mountains Youth Committee;
 - Ensure fiscal and programmatic accountability of the youth system;
 - Develop the portions of the local WIA plan that relate to eligible youth;
 - Recommend youth service providers to the local WIB;
 - Conduct oversight of youth providers;
 - Assist the local WIB in developing policy for youth employment and training;
 - Use a youth development approach to designing and delivering the system;
 - Establish linkages with other youth serving organizations in the local area;
 - Establish by-laws for council governance, including provisions for conflict of interest;
 - Develop local goals for youth employment and training programs;
 - Develop local plan for delivery of youth services;
 - Write or review RFP's for local WIA youth services;
 - Participate in review of proposals for delivery of WIA youth services;

- Select programs that contribute to the attainment of local goals and priorities;
- Review local youth and employment and training policy and suggest revisions or additions to the WIB;
- Meet no less than once per quarter to review performance of the local youth system;
- Establish connections between the youth system and the local One-Stop system;
- Georgia Mountains Youth Committee meeting frequency;
 - Quarterly, unless needs arise for a called meeting;

WIB Integration with business and economic needs

Georgia Mountains Workforce Development staff partners with and requests consultation on job needs within the Georgia Mountains WD area directly with:

- Georgia Department of Economic Development
- Local, county and regional economic development directors
 - GMWD sends bi-monthly e-mails announcing overview sessions
- Georgia Power, EMC and TVA Economic Development staff
- Local Chamber of Commerce
- Private Industry
- GDOL regional business committees
 - Hall County
 - GMWD staff monthly attendance
 - Stephens, Franklin and Hart County
 - GMWD staff monthly attendance
 - Union and Towns County
 - GMWD staff monthly attendance
- US Department of Commerce Comprehensive Economic Development Strategy committee
 - GMWD staff attends quarterly meetings
 - GMWD Staff authored education and workforce development for CEDS rewrite
 - Georgia Mountains WD staff has ongoing contact
- Job Fairs
 - GMWD attempts to staff a booth and provide the Mobile Training Unit at all area job fairs
- On the Job training program to meet the needs of the Georgia Mountains area

Overviews for potential customers

Georgia Mountains WD staff provides an overview of WIA services in two or more counties, at each DOL Career Center and at each Technical College every month along with once weekly in Hall County. These are advertised in:

- local newspaper
- local radio stations
- technical colleges
- local elected officials
- WIB
- Facebook
- Website

WIB aligns with programs to local education, business and stakeholders

Georgia Mountains Workforce Development staff work directly with

- Education
 - Technical College Representative on WIB
 - GMWD staff works closely with Technical college staff
 - Local School Systems in our region
 - GMWD staff meets with local school system employees and administration to determine needs
 - GMWD Staff member will meet with all local school systems on monthly basis
 - GMWD Staff works directly with Pioneer RESA
 - A GMWD Staff member is available at Technical Colleges each month.

GMWIB aligns with other WIA's

Education including peer training, reviews of policy, and any current revisions

- Director and Board Chair attend Georgia Workforce Leadership Association meetings as offered
- Work with the Governor's Office of Workforce Development

Key Staff (see Table #2.5)

III. Plan Development and Implementation

Describe the process used by the area staff and board to update this strategic plan.

Describe your strategic planning efforts and explain how the WIA Plan update incorporates the results of these efforts. Incorporate in the discussion local efforts for building a demand driven workforce within a regional economic system from ETA's National Strategic Directions (TEGL 13-O6).

Update of Plan

The Georgia Mountains Workforce Development Comprehensive Plan is considered a living document and may be changed or added to at any time by a majority vote of the Georgia Mountains Workforce Investment Board. The current plan has come about through many meetings and planning of the members of the Georgia Mountains Workforce Development members and staff.

- December 7, 2011-Strategic Planning Retreat with WIB, Georgia Mountains WD staff, members of Georgia DOL and Private Consultant to set goals and vision for the new Georgia Mountains Workforce Development
- March 8, 2012-WIB voted to approve goals and vision within the 2011 Comprehensive Plan
- May 31, 2012-In an effort to build a demand driven workforce the WIB has added additional jobs to the Demand Jobs List
- Georgia Mountains WD staff informed of update
- Georgia Mountains WD staff created a draft copy of the plan for WIB committee to review and comment
- September 27, 2012-Georgia Mountains WIB voted to approve final copy
- Final copy put on GMRC website for public review and comment
- Submitted to Georgia Governor's Office of Workforce Investment for review
- May 1, 2013 updated supportive services to remove meal assistance
- Dec. 11, 2013 WIB approved new growth and demand occupation list
- March 26, 2014 Draft copy put on website for public review and comment
- March 27, 2014 presented to Board

IV. Needs Assessment

Using the CD containing the most recent labor market information for your area and the results of your strategic planning activities, please describe the demand (current and projected employment and skill needs of businesses) and supply (availability of skilled workers) aspects of your local labor market. List data sources used in your analysis. Review ETA's National Strategic Directions (TEGL 13-06) and incorporate as appropriate.

- See Table #4.1

NOTE: DT3: Customized LMI Planning Data for Local WIA Areas CDS, *developed by GDOL Workforce information and Analysis, were distributed during the last planning cycle.*

V. Workforce Delivery System

1. Using the matrix in Attachment A, outline the structure of the area's One-Stop system, identifying partners at each comprehensive site and the major services provided at those locations. Provide the same basic information about additional workforce service locations in the local area, i.e., locations that are not considered comprehensive One-Stops. Describe enhanced integration through the One-Stop system to improve service delivery and increase efficiency as discussed in ETA's National Strategic Directions (TEGL 13-06) as appropriate.

Refer to #3 and #4 below

2. Describe methods of coordinating with partners and services not available at the comprehensive sites, including the HOPE NOW Alliance to maximize homeownership and prevent unnecessary foreclosures, and public libraries aimed at improving the quality and quantity of employment and training Services for job seekers. (TEN 30-09, TEN 50-09)
 - Georgia Mountains Workforce Development is working together with the Georgia Department of Community Development to publicize the HOPE NOW and will work to get qualified individuals to apply for the program
 - Georgia Mountains partners with local libraries within the counties to provide Overview sessions
 - Georgia Mountains Workforce Development partner agencies have developed strong communications among each other
 - Regional collaborative groups will meet periodically to keep each other abreast of program updates, changes and current activities
 - Partner agencies have developed a system by which customers are referred to other agencies as needed
 - Partners also utilize standard forms of communication such as e-mail, voice and fax messages
 - GMWD designs and updates a local WIA website maintained on the GMRC server
 - The website is located on the Georgia Mountains Regional Commission server at www.gmrc.ga.gov
 - The website contains current information about the Workforce Investment Act, the GMWIB, partner agencies, customer success stories, available conferences, WIB minutes and other items of general interest
 - GMWD has developed a WIA PowerPoint Overview that is presented in all thirteen counties within the Georgia Mountains Area
 - GMWD staff visit each of our technical Colleges to inform the schools as well as prospective students of GMWD services

3. If your comprehensive sites are not GDOL career centers, describe how services at the area's site(s) and GDOL services are integrated to provide seamless customer service.

- Gainesville Career Center is the only comprehensive site

4. Summarize the functions performed by the area's One-Stop operator(s).

The functions of the One-Stop operators are:

- Operations of the One-Stop system and centers including a written mission statement; written goals and objectives; a strategic, annual, and day-to-day operational planning system; developing a marketing plan; and an understanding of the importance of technology in the delivery of service
- Services including a self-service resource area; providing core, intensive training and employer services; the provision of an array of services and linkages affording customer choice; operation of a customer focused system; and a clearly defined system for services integration to the extent possible
- Staffing including appropriate staffing of the One-Stop sites; established staff competency levels; an on-going investment in staff education, training, and development; and a commitment to staff cross training.
- Continuous improvement of the One-Stop system utilizing the Georgia Department of Labor Training Department and other applicable staff training as needed and available
- Items included in the Memorandum of Understanding (MOU):
 - Ensuring that the One-Stop centers and the One-Stop system operate within the criteria adopted by the GMWIB
 - Participating as a board member of the GMWIB
 - Economic Development Representative for the One-Stop center
 - Assessing customer degree of satisfaction with services provided by One-Stop center or the One-Stop system
 - Identifying appropriate service strategies that meet the One-Stop systems' customer needs; and
 - Seeking and establishing mutual trust among all partners

5. Indicate which partners are providing core and intensive services for adults and dislocated workers in your area.

- Core Services are provided by:
 - Georgia Department of Labor
 - Department of Rehabilitation Services
 - GMWD

- Intensive Services
 - Georgia Department of Labor WIA Title I
 - Division of Rehabilitation Services
 - Lanier Technical College
 - Job Corps
 - Legacy Link Title V
 - North Georgia Technical College
 - GMWD
6. Provide a current sample Memorandum of Understanding/ Resource Sharing Agreement from one of your comprehensive One-Stops as Attachment B. Signatures are not required for submittal, but current agreements with signatures must be available for review upon request and during annual onsite program reviews.
- See Attachment B
7. List the board-established policies regarding:
- a. Priority of service for adult intensive and training services, where adult funds are determined to be limited
- Priority of Service will be instituted by the Director if the level of current, unobligated WIA Adult funds drops to 25% of the grant award amount. Interested customers must then provide the required documentation, reside in the thirteen county Georgia Mountains area as well as possess a barrier to employment. The barriers to employment are listed below:
 - Lacks a high school diploma or GED
 - Offender (felony)
 - Basic skills deficient (reading or math below 9th grade level)
 - Food stamp recipient (currently or in the last 6 months prior to application)
 - TANF recipient (currently or in the last 6 months prior to application)
 - Underemployed- An individual, who is currently employed, and whose employment has one or more of the following characteristics:
 - Is temporary, seasonal, or interim in nature;
 - Is in an occupation/industry that is subject to or has a history of repeat layoffs;
 - Is with a company that offers no health insurance benefits;
 - Is with a company that offers little or no career advancement opportunities;
 - Is working part-time but desires full-time, or;
 - Is working in employment not commensurate with the individual's demonstrated level of education
 - Lacks self-sufficiency (see Table # 5.1)

- Limited English proficiency (as determined through written & oral communications)
- Single parent
- Older Worker (55+)

Note: The above eligibility criteria are based on customer information at the time of application except public assistance.

- b. service to individuals who do not reside in the area
 - Out of area customers can only be served if
 - Loss of job due to no fault of their own occurred within the 13 county Georgia Mountain Area 2
 - The On-the-Job Training company that participant will be employed is located within the Georgia Mountains Workforce Development Area¹
 - c. target groups served in the area
 - Offenders in Re-entry programs.
GMWD is partnering with Goodwill of North Georgia to provide the Training2Work (T2W) to eligible offenders. Initially, the program will serve 10 participants providing training and job placement.
 - Dislocated workers, Adults and out of school Youth without a High School Diploma
A GED program is in place for Dislocated Workers and participants refer by the court system. Assistance with GED Services may be provided when it is required for Employment or the Post-Secondary Training being requested by the Individual. Participant's Test of Adult Basic Education (TABE) scores must be 8.0 in Math and 8.0 in Reading. The individual must be able to complete the GED within a six-month period. To further ensure compliance with WIA guidelines (Sec 134 (d)(4)(D)(viii), job readiness classes will also be required during the 6 month period. (Adult Program to be added July 1, 2014)
 - Veterans
GMWD continues to give Veterans priority and works with the GOWD, DOL Career Center Staff and Veteran's Agencies to provide the training Veterans need to transition back into the workforce.
 - d. supportive service policies, including needs-related payments, for adults, dislocated workers and youth (see Table # 5.2)
 - e. demand occupations (see Table#5.3)
8. Describe the local Individual Training Account (ITA) system, including:
- a. public notification to prospective providers
 - All known potential training providers will be notified of the solicitation. Notification will be made through the dissemination of a letter to providers on the provider list and through an announcement in newspapers that cover the GMWD service area.
 - The notification will include performance requirements, time limitations for completing the application, etc.

¹ Revised 01/31/13 Board approved

- A record of inquiries will be maintained. To ensure consistency and accuracy of the log, one staff member will be assigned to maintain the Inquiry Log. A list of potential bidders will be developed from the Inquiry Log.
 - Applications utilizing the ITA Training Provider packet are now accepted by the local WIB at any time during the program year and evaluated as soon as possible and reviewed at next scheduled WIA Board or committee meeting. A public advertisement of this open solicitation may be published periodically as the need arises. All applications will be logged in on the Provider Application Log
- b. How the board evaluates providers and proposed training programs for initial eligibility, based on (at a minimum) criteria of proven effectiveness, local employer/industry demand, accreditation, and customer accessibility

Applications will be reviewed and evaluated as outlined below:

- GMWD staff will review the application, and complete the Application Responsiveness Criteria to determine responsiveness. Non-responsive providers will be notified in writing that their application was non-responsive and the reason(s) for the determination
 - GMWD staff will review responsive applications, independently, using the Evaluation Criteria for Provider Agreements
 - GMWD staff will conduct an on-site pre-operational review of the training institution and its programs. GMWD staff may forgo an on-site pre-operational review if the training institution provided WIA funded training within the last two (2) years and there is no change in the facility, program, equipment, etc. Exceptions to the on-site pre-operational review policy may be made for organizations that are not located within the GMWIA2 area. To avoid duplication and foster regional certification, GMWD staff will ascertain if on-site reviews or evaluations have been conducted for out-of-area or out-of-state providers by contacting the local WIB in the area, and will document the results accordingly
 - A committee (GMWD Administrative Staff) will review applications and/or staff recommendations. For other eligible providers, the Committee may decide to approve, not approve or conditionally approve the application, or may delay a decision and request additional information
 - All applicants will be notified in writing of the decision of the committee within five working days of the date of the decision. The local WIB will submit those providers that meet the requirements for initial eligibility to the State agency. The State shall have 30 days to review, evaluate and certify that the provider meets eligibility criteria. This State evaluation will include adherence to local policy, minimum state standards, review of State and Federal debarment listing, etc. The State will notify WIA Boards regarding eligibility and publish the state approved listing of eligible WIA providers via electronic and paper means
 - If approved, a provider agreement will be executed between the GMWIB and the training institution. This agreement must be signed prior to the enrollment into training of any WIA participant with that training institution
- c. Formal appeals process for aggrieved ITA customers and providers of unapproved training programs (see Table #5.4)
- d. Ongoing process used to update the data on the eligible providers list (exclusive of the state-conducted annual subsequent eligibility process)

- The performance of all training institutions with participants enrolled in WIA will be monitored on an annually or more frequent (if needed), basis. Institutions may be removed, by State staff, from the approved provider list if monitoring reveals non-compliance with the Act

Some examples of non-compliance are:

- If inaccurate information regarding a program is intentionally supplied to the local WIB a termination of eligibility may occur. The termination will remain in effect for a minimum of one (1) year
- If the local WIB or state agency monitoring the EPL determines that an eligible provider has substantially violated any requirements under the Act, the providers must commence corrective action as deemed appropriate or risk program removal
- Failure to reapply under subsequent eligibility procedures. If providers do not submit programs for reapplication, those programs will be removed from the list
- If a provider's program fails to meet or exceed minimum established local and State performance levels, the provider's eligibility to receive funds for that program may be suspended by the Governor's office of Workforce Development, after consultation with the local WIB, for a period of not less than one (1) year

e. any regional policies or agreements for ITA's or training providers

- N/A

f. access of customers to the eligible provider list and process for determining which customers receive ITAs

- Eligible recipients must have at least one core and one intensive service
- Customer must have selected a program on the state approved training list and local approved list
- Customers must go through a Georgia Mountains WD Overview of WIA before applying to the program
- Complete Applicant Status Affidavit (O.C.G.A 50-36-1)
- Customers must meet all applicable eligibility and suitability guidelines
- Customers are referred to www.gmrc.ga.gov for a complete up to date listing of Georgia Mountains Area 2:
 - training providers
 - growth and demand occupations list

g. process to track and manage all ITA activity

- GMWIB utilizes the services of a Billing Specialist who monitors information in Excel spreadsheets to manage all pertinent information such as training program, duration, ITA amount, and supportive services. The Billing Specialist also created Excel spreadsheets to manage all accounts receivables as well as accounts payables.
- GMWIB also utilizes Virtual One-Stop System (VOS), which is an internet-based Management Information System. VOS allows the user to customize reports, thereby providing useful tracking information in state sponsored data groups and VOS training.

- h. Board policy on use of statewide eligible provider list (including financial and duration limits, demand occupations, out-of-area training, service to out-of-area customers, restrictions on use of statewide list, etc.)
- GMWIB has set policy regarding the use of the statewide eligible provider list as described above.
 - Policies on financial, duration limits and demand occupations are included in attachment (See Table # 5.5)
 - Policy on service to out-of area-customers is included above
 - Growth and Demand list is included in attachment (See Table # 5.3)
9. Describe local **training** policies that ensure that **other funds** (e.g., Pell, HOPE Grant or Scholarship, TANF, etc.) **are considered in addition to WIA funds, consistent with TEN 11-09. What impacts do you anticipate recent HOPE changes will have on the local system?** Describe any coordinated efforts regarding training, across areas within the region.
- Potential training customers must apply to the potential training site and apply for all applicable sources of financial aid.
 - Potential customers must provide proof of acceptance to training site and financial aid award/denial letter, if applicable.
 - All customers who apply for training services must complete a household budget and cost sheet that will explore all available sources of financial aid (i.e., Pell, HOPE Grant, HOPE Scholarship, TANF) to avoid duplication.
 - The completed cost commitment worksheet or cost of attendance sheet will become part of the customer file and will be updated periodically.
 - As HOPE funds decrease and tuition increases the number of customers served will be negatively affected and have prompted the increase in GMWD training limits.
10. Discuss the role of faith- and community-based providers within the local system. Discuss board policies regarding training contracts with community-based organizations or other training providers with proven expertise in solving special populations with multiple barriers to employment. If the board has established any such contracts, list which populations are served through these contracts and list the criteria by which the area determines the proven effectiveness of such programs. See ETA's National Strategic Directions (TEGL 13-O6) encouraging effective utilization of faith-based and community based organization and incorporate as appropriate.
- Community based and faith based organizations are welcome to apply, utilizing the same process as other interested populations. Currently there are no contracts in place.
11. Describe the area's process and procedures for contracting with intensive service providers, support service providers, and other contractors for adults and dislocated worker services. If the area has no such contracts, simply write in "N/A."
- N/A
12. Describe the area's process and procedures for contracting with youth service providers. Describe the area's youth strategies, including how disconnected youth will be served. Discuss how the area's workforce system is addressing the ten local youth program elements described in the Workforce Investment Act, as well as the integration of other initiatives such as School-

to-Work, jobs for Georgia Graduates, Job Corps, *summer work programs*, and High School/High Teach. Describe the specific strategies the area is using to meet ETA's New Strategic Vision for the Delivery of Youth Services under WIA (TEGL 28-05).

- a. Describe the area's process and procedures for contracting with youth service providers.
 - At this time, the only contracted youth service providers are with occupational training providers:
 - Technical Schools and Colleges. A Request for Proposal (RFP) is released for bids and contracts are developed between the providers and Workforce Development WIA Area 2
 - All other youth services are run out of the Youth Department and contracted individuals provide services, such as tutoring in the after school programs.
 - GMWD advertises publicly for the position, receives resumes, contractors complete application, GMWD interviews potential contractors
 - An RFP is also released for bids on locations to house some youth service programs. In the case of using another location for the youth service, a Memorandum of Understanding is created between the location and Workforce Development
- b. Describe the area's youth strategies, including how disconnected youth will be served.
 - There is contact made between case manager and active youth a minimum of bi-monthly
 - For youth who are inactive, a monthly or quarterly contact attempt is made by phone, email, and/or postal mail
 - When workshops/seminars, etc. are offered, all youth are invited to participate
 - Youth in counties outside the office county, contracted individuals maintain weekly contact with active youth in programs
- c. Discuss how the area's workforce system is addressing the ten local youth program elements described in the Workforce Investment Act, as well as the integration of other initiatives such as School-to-Work, jobs for Georgia Graduates, Job Corps, *summer work programs*, and High School/High Teach. Describe the specific strategies the area is using to meet ETA's New Strategic Vision for the Delivery of Youth Services under WIA (TEGL 28-05).

WIA Area 2 offers programs to eligible youth, aligned with the 10 youth elements for WIA funded youth programs. The programs are listed below.

A. Occupational Training for Youth Entering the GMWIA program with a high school diploma or GED (i.e. not Youth Transition Program participants)

When initial case management and assessment results indicate that a customer would be best served by a referral to training provided by an eligible vendor, the Youth Services Supervisor/Staff will complete a Cost of Attendance Worksheet (GMWIB-225), a Youth Individual Service Strategy and a Youth Eligibility Worksheet. The Youth ISS is a comprehensive plan for each customer, which includes a plan for continuing assessment, meeting educational objectives, and acquiring occupational and work readiness skills. The Youth ISS should indicate the credential which will be received by the customer, the anticipated date of completion and the anticipated costs of training and supportive services. The Youth ISS and Cost of Attendance Worksheet should be updated annually, at a minimum.

Each Cost of Attendance Worksheet and each update will be submitted to the Billing Specialist.

Decisions concerning appropriate services are customer-focused. Customers wishing to enter certain training programs must complete the following assessments before being approved to receive training/support funds:

- a. Training for CDL, to become a licensed Large Truck and Tractor Trailer driver, the customer must take the Pesco SAGE test to measure hand, foot, eye coordination and earn a score above 20.
- b. to enter training in Business Office Technology (Office Management), the customer must take a typing test and earn a score above 20 wpm.

Each customer is responsible for obtaining admission to the selected training provider, applying for all available/applicable financial assistance and providing copies of an acceptance letter and a financial aid award/denial letter to their Youth Case Manager. All customers interested in WIA funded training must apply for available/applicable financial aid prior to training registration. Any deviation from this policy must be documented in the case file. (See ITA Policies)

Each quarter, the Youth Services Supervisor/Staff will issue book vouchers and book voucher attachments (GMWIB-240 and GMWIB-241) to the customer when the customer sends in the schedule for the upcoming term. It is the customer's responsibility to have the book voucher completed/signed by the instructor and turned in to the bookstore when it is complete. For eligible vendors where tuition is required, a tuition voucher (GMWIB-230 or 230a) will be completed and submitted by the Youth Case Manager.

The Youth Services Supervisor/Staff will determine supportive services/needs-based payments and maintain all necessary documentation for payment. The Youth Case Manager will submit a Summary of Support Services Request (GMWIB-305) bi-weekly or when support service payments are requested. A copy of each Request along with the documentation should be kept in the customer's file.

Referrals will only be made for youth to enter programs which have been determined 'high growth and demand' for the GMWIB area.

Youth must participate in an overview with a Case Manager before beginning their WIA funded training. A copy of the Youth Contract (GMWIB-405) should be included in the customer file. Program operations are in compliance with 20 CFR 664.405 (a) (4). See Table 5.6

B. Youth Transition Program (YTP)

Youth who have dropped out of high school and wish to earn a GED or who have fallen behind in high school and wish to attend a credit recovery program or alternate pathway to a high school diploma may be registered in the Youth Transition Program.

The goal for YTP participants is to earn a degree, diploma or certificate and enter employment or post-secondary education.

Youth in this service track may be assigned a variety of services depending upon their individual needs and goals. These services may include: supportive services to attend classes, paid work experiences to develop work readiness and occupational skills, on-the-job-training, and dual enrollment programs. Tuition and fees may be paid for credit recovery and/or dual enrollment programs. Dual enrollment participants must apply for financial aid (HOPE/Pell).

YTP participants will receive case management services. The case manager will work with the youth to develop the YTP Contract that includes goal dates for the degree.

The case manager will work with the youth to develop a strategy for developing work experience. Youth may need to develop basic work readiness skills or may not have clear work goals and interests, and they will participate in a work experience focusing on developing basic work readiness skills and developing their interests. Other youth may be placed in a work experience in a field where they have long term career goals. Cost for the work experience will be included in the Cost of Attendance and information on the work experience will be included in the case notes. Weekly evaluations of work readiness skills are sent in by employers/worksites supervisors.

The goal is for YTP, GED participants to earn their credential and enter employment within 6 months of beginning the program. Youth who test lower than 6.5 in either reading or math may not be suitable for the YTP as they would most likely not be ready to test for the GED in that timeframe.

C. After-School Program (for in-school youth)

Youth in the after-school program receive tutoring and opportunities for work readiness development. Youth who complete a minimum of 3 hours of tutoring and 2 hours of activities that are related to school retention (club activities, service activities or work readiness activities) may receive a \$25 incentive. Hours from activities may carry over for up to one month. Hours are documented on a timesheet that is submitted by the tutor/youth each week. Tutors also maintain a sign in sheet that documents the focus of the youth's tutoring each day.

Youth in the after-school program will also be offered a spot in the summer work experience program each year that they are involved in the program. They will receive work readiness training, weekly counseling on their work activities and other activities to help tie the work experience to educational goals and learning.

With Youth Program Supervisor approval and documented need, youth may receive other services such as tuition payment for credit recovery programs, year-round work experience for after school hours, child care support, etc.

Youth may participate in the After-school program service track from the age of 14 until they graduate from high school.

D. In-School (High School) Youth Service Track

Services for in-school/high school youth include participation in summer work experience, work readiness and life skills training/workshops, youth development activities such as service learning projects, assistance with year-round job searches, referrals for tutoring, counseling and other services, assistance with tuition for credit recovery, dual enrollment or early enrollment to college programs, life skills workshops and other services as needed on a case-by-case basis.

Referrals for in-school youth will come from DFCS/Independent Living Program Coordinators, school counselors and teachers, Department of Juvenile Justice and other community contacts.

Youth who graduate from high school, when in the GMWIA youth program may receive assistance in occupational training programs without having to meet all of the requirements that a new program applicant would have to meet. However, they need to work with their case manager to work on realistic career goals including researching career paths, growth trends and wages before support for an occupational program could be approved.

Eligible younger youth are targeted for youth programs/services such as after school tutoring programs; workshops on work skills, life skills, character building, and leadership development; and other in school services mentioned above. This allows for attainment of the 20% younger youth rule.

E. Project Search

GMWIA will take applications from youth who participate in Project Search which is a collaborative program organized by the Hall County Board of Education, Vocational Rehabilitation, and Northeast Georgia Medical Center. The goal of the program is to give youth with disabilities one additional year of high school eligibility to learn occupational skills and be part of the hiring pool at NEGA Medical Center.

Project Search participants who are eligible and who complete an application for GMWIA services will be eligible to receive supportive services while attending training and rotations in Project Search, and possible paid work experience wages for one rotation. They may also receive funding for required uniforms, supplies and other expenses associated with the program.

Youth in Project Search receive daily instruction in work readiness skills, occupational skills at the Project Search site, so participants do not need intensive case management from GMWIA staff. The Project Search case manager will track attendance, submit support requests and consult with the Project Search Coordinator on additional needs.

F. Work Experience (Summer and Year)

A. Guidelines/Procedures for Wages

1. Youth participating in any activity requiring payment of weekly wages will be required to submit a time sheet to the Youth Department Supervisor/Staff. The time sheet **must** be signed and dated by youth participant and site supervisor. Time sheet must be verified by the Youth Department Supervisor to ensure accuracy. Participants are paid on a bi-weekly schedule.
2. Youth receiving wages must complete an I-9, W-4, and a G-4 form.
3. Each participant must have E-verification. Copy will be placed in file.
4. Time sheets will be submitted to accounting/billing specialists for processing.
5. Checks will be mailed to the home address on record.

B. Summer Paid Work Experience Guidelines

1. Participants receiving WIA funded services may be offered a paid summer work experience if they have attended tutoring at least once a week during the school year, completed and submitted monthly work readiness assignments, or attended monthly work ready workshops.
2. New participants may be registered through the Summer Work Experience program and may receive these services only after completion of the Summer Work Experience orientation.
3. Any participants who do not adhere to the guidelines listed in the Student Handbook, may be terminated from the Summer Work Experience, but will remain in the WIA program to receive other services. A Summer Work Experience may be reconsidered the following year as approved by the Youth Department Supervisor.
4. Youth 18 years of age and older, may work up to 40 hours per week (subject to change); no more than 8 hours per day.
5. Youth under 18 years of age may work **no more than** 30 hours per week when school is not in session and **no more than** 20 hours per week when school is in session.
6. Youth receiving a paid work experience must attend an initial overview for interview and completion of paperwork, and a mandatory orientation after approval and before beginning work experience

C. Worksite visits and reviews

1. Worksites are visited weekly during Summer Work Experience Program, by Summer Counselors, contracted for the summer program covering the 13 counties.

2. Worksite monitoring for the Y.E.A.R. work experience program will be conducted by instructors, Youth Program Assistant or other Workforce staff members on a monthly basis at minimum.
3. If there is an issue with a worksite or Work Experience employee, this will be reported to case manager and noted in case notes. Resolution should also be noted. (steps outlined in supervisor's worksite handbook)

Workforce Development guidelines are in compliance with Federal Laws pertaining to Work Experience and Worksites.

G. Independent Living Skills Workshops

The independent living skills workshops allow youth to learn the basics of living self-sufficiently. They allow the youth to consider practical plans and goals for the future, from education to desired lifestyle. The workshops also include how to do job search, interviews, obtain employment and keep employment. If a youth is interested in entrepreneurial track, the workshops assist in looking at what education, skills, and aspects will be needed, and create a plan with practical goals.

The workshops also look at the importance of attitude and character through the character building aspect. This allows youth to look at personal strengths and weaknesses, and how they can grow on their strengths and work with weaknesses. The character building component also includes mentoring, and in some cases counseling services.

H. Regional Youth Detention Center (RYDC) – GED training program

The RYDC GED training program is a pilot program set onsite at the Detention Center in Gainesville. This program allows eligible youth sentenced to the RYDC, the opportunity to train for their GED while residing there. When they are released from the RYDC, they may continue GED services through the WIA area 2 program. Upon completion of their GED, other services may be offered.

I. Go Build Georgia Cooperation

WIA area 2 encourages growth and demand career fields through the Occupational Skills Training offered. The youth department works with the Work Based Learning in some of the high schools in the region, and has assisted with the attainment of grants for programs in the high schools that train in some trade skills. Workshops are offered to make youth aware of the many career avenues available.

13. If the area has chosen to use ITAS for older youth [per the state waiver under WIA Section 189(i)(4)(B)], please describe the criteria that will be used for determining appropriateness and how youth will be assisted in choosing appropriate service providers/programs. If the area does not plan to use the ITA option for older youth, ***please explain.***
 - GMWD Area 2 does not have any older youth ITA's at this time
 - A Cost of Attendance is placed in the file that breaks down:
 - Training cost
 - Supportive service cost
 - Any incentives/bonuses and/or work experience opportunity costs
14. Describe dislocated worker service strategies, including coordination with Registered Apprenticeship and state-level Rapid Response, GDOL career centers, and state/local Trade Act activities. Discuss how coordination will leverage all available services to maximize resources to ensure U1 claimants return to the workforce. ***How do you expedite enrollment in training for dislocated workers so their UI benefits are likely to last throughout the training period?***

Georgia's approach to Rapid Response leverages the relationships and knowledge of local workforce areas to help provide services to dislocated workers. This integrated approach ensures that the state both responds in a timely manner, and that the state has a presence with employers and employees after services have been provided. The allocation to local WIA's allows to better implement the money resources with less duplication of services. Rapid Response teams include GOWD Rapid Response staff, GMWD staff, representatives from GDOL local career centers, and other economic development or community partners. The GMWD assists workers in accessing community resource services to support their transitions to new jobs or careers. The GMWD must maintain appropriate program alignment amongst the various employment programs and financial assistance agencies. This should include how the GMWD works with local offices which handle Trade Adjustment Act (TAA), Temporary Assistance for Needy Families (TANF), Wagner-Peyser and Unemployment Insurance so as to avoid duplication of services.

Rapid Response can provide customized services on-site at an affected company, accommodate work schedules, and assist companies and workers through the transitions associated with job loss. These services may include but are not limited to:

1. Employee Information Sessions
 2. Employee Orientations on U.I and other GDOL Employment Services
 3. Job Fairs
 4. Onsite Transition Centers
 5. Workshops encompassing the following topics:
 - a. Job search techniques
 - b. Career exploration
 - c. Career assessments
 - d. Labor market information
 - e. Resume writing
 - f. Interview skills
 - g. Money management
 - h. Community Resources exploration
 - i. Basic computer skills
 6. Educational Opportunities:
 - a. Workforce Investment Act
 - b. Grants and scholarships through HOPE, and Pell
 - c. Adult Education and GED training
 - d. Post-Secondary school growth and demand programs
 - e. On the job training
 - f. Local college presentations at Job fair and employee information sessions
 - g. TAA information to certified customers
-
- a. The GMWD has staff that coordinates the efforts for response to business and plant closures with the Georgia Department of Labor.
 - Overviews are provided on job site for affected workers
 - GMWD staff continue to work to see affected workers have a clear understanding of all WIA programs
 - GMWD staff assist Trade eligible customers complete the 2417 for Trade Assistance
 - b. WIA: The Workforce Investment Act (WIA) of 1998 provides funding for education and training to eligible individuals to enhance their current skills or learn a new trade

- Georgia Mountains Workforce Development Area 2 is one of 19 WIA areas in the State. It receives federal funds that have been allocated to the State of Georgia. Eligibility criteria apply to Adult and Dislocated Workers:
 - Dislocated Worker - Must have the "right to work" and comply with the Selective Service Act (if applicable) and meet income guidelines if employed; must also meet one of the definitions for dislocated workers.
- All customers must also be determined suitable for WIA-funded Adult/DW services by a WIA staff member. Suitability is determined by examining some or all of the following items:
 - Length of training program;
 - Financial aid award/denial;
 - Household budget;
 - Support system;
 - Reliable transportation;
 - Assessment scores/program choice;
 - Current marketable skills;
 - Growth/Demand Occupation;
- The majority of GMWD customers receive assistance with training at Tech Schools, Colleges and Truck Driving Schools.
- Training must be in occupations identified in the local WIA plan as "growth and/or demand occupations" Growth and Demand Occupation lists are subject to change at any time due to fluctuating economic conditions. Applicant must demonstrate a demand for any additional occupation with GMWD approval.
- Training must result in an employment wage sufficient to maintain or increase income.
- GMWD assists with costs related to:
 - training, including but not limited to the following:
 - books, tuition and fees, general supplies, tools, uniforms and shoes, certification, licensing, testing fees, drug testing for entrance into training, medical requirements for training entrance, etc.
 - supportive services: Transportation, and child care when applicable
- Funding limitations will be as follows:
 - Up to \$6,000 in training costs, excluding support, may be expended for each participant for the first year of training (Takes effect for participants registered on or after 7/1/2014)
 - For training that extends beyond one year, total training costs may not exceed \$10,000 excluding support (Takes effect for participants registered on or after 7/1/2014)
 - Programs should not exceed 104 weeks (two years)
 - All customers must maintain full-time training status
 - All potential training customers must apply to the potential training site and apply for all applicable sources of financial aid
 - WIA funding may be provided for college level instruction only if all of the following conditions have been met:
 - The customer must be accepted into a certificate, diploma, or degree program and the course of study must be occupation- specific (i.e. radiology technician, accounting, teacher certification). No funds shall be provided for general academic programs (i.e. General Studies, Bachelors of Art, etc.)
 - Total course of study will take no longer than 104 weeks (2 years) to complete and be a certificate, diploma, or degree program.

- The customer must demonstrate that he/she has the financial resources to attend long-term training

15. Describe how WIA and other funds available in the area are used to conduct outreach and recruitment for individuals in special populations, including veterans, individuals with disabilities, public assistance recipients, offenders, customers with limited English proficiency, and other groups. Discuss the local area's services to older workers.
- Individuals in special groups benefit through the extensive collaboration of partnerships and efforts included in One-Stop system.
 - The Consortium has identified Hispanic/Latino community within GMWD 2 and has improved efforts to provide material in Spanish.
 - Executive Director of Legacy Link Title V serves on WIB and is a GMWD Consortium member.
 - GMWD coordinates with DFCS and Vocational Rehabilitation to make sure all potential customers are serviced
 - Referrals
 - One-Stops offer a variety of services such as workshops and computer stations for all groups
 - Market trends
 - Market projections
 - Lists of Job providers
 - Wage Interviews
 - O-Net
 - TOPSTEP
 - Specialized information to veterans
 - Copy Machines
 - Fax Machines
 - Employer committee
 - Local One-Stop staff that has participated in the
 - Technical College Economic Initiative
 - Local Chamber of commerce
 - Governor's Competitive Initiative
16. Discuss the area's workforce services to businesses, and how business and organized labor representatives on the local Workforce Investment Board contributed to the development of these strategies. Provide a listing of business services available through the area's OneStop(s), such as planned employer workshops, tax credit assistance, and assessment and screening of potential employees. Additionally, **identify your economic development partners and describe the involvement of your economic development community in developing strategies, particularly new economic development and business strategies, including those with a focus on small business, entrepreneurial and self-employment training. (TEGL 12-10)**
- The WIB includes two labor representatives who actively participate in WIB planning.
 - Business services offered through the system include:
 - Recruitment of job applicants
 - Screening of job applicants
 - Job Postings/Orders

- Job/Employee matching
 - Skills Assessments
 - Workshops
 - Available space for employer interviews
 - Labor Market Information
 - Census Data
 - Unemployment Insurance information
 - Job Fairs
 - On-The-Job Training
 - GMWD staff members attend Regional Commission meetings
 - GDOL staff members are associated with the various Chambers of Commerce and attend meetings regularly
 - Currently working to begin new welding training
 - Availability of MTUs
17. The Local Government Services Delivery Act of 1997 defines ways in which jurisdictions will work together to reduce duplication by promoting coordinated service delivery. Discuss any regional service delivery strategies planned within your region. Examples of relevant strategies are: uniformity in eligible training providers, or uniformity in maximum allowable training and supportive service amounts.
- The GMWIB/CCEO requires coordination with other programs in the areas of supportive services and education and training services to ensure efficient, effective, and non-duplicative delivery of services. The coordination requirement is included in the Training and Supportive Services Policies and Procedures.
 - There is only one WIA within the Georgia Mountains Workforce Development Area
18. Discuss how the local area is using various fund sources to develop integrated service strategies for adult customers, especially for TANF, **Supplemental Nutrition Assistance Program (SNAP)** and other low-income individuals, including the Georgia Fatherhood Program. **(TEN 35-09)**
- TANF customers are served through the local Adult, Dislocated and Youth programs
 - Adult workers who qualify for TANF or SNAP also meet for the income limits for WIA
 - Georgia Mountains WD has met with the court systems in the Georgia Mountain area and discussed ways to assist court referred GED customers
 - Mobile Training Units visits Ninth District Food Banks, Salvation Army providing WIA services
 - All qualified customers may receive assistance with:
 - Travel
 - Childcare

19. An important feature of the customer-focused system under WIA is increased options for accessing workforce services. Discuss steps your area is taking to address increased options, such as: alternative access points, self-directed and electronic services, development of resource areas, orientation to services, enhanced reception/greeter functions, or service referral mechanisms for various customer groups at various sites within your system. What steps has your area taken to ensure the high volume of customers seeking WIA services receive timely services and/or referrals? Review and incorporate ETA's National Strategic Directions (TEGL 13-O6) - "System Reform and an Increased Focus on Workforce Education and Training" as appropriate.

- The GMWD has Overviews in the 13-county Georgia Mountains region on a regular basis. Every week there is an Overview in the Georgia Mountains Office at 1010 West Ridge Road in Gainesville, GA
- There are Overviews in two other counties each month. Every county will be visited with an Overview every 6 months. Overviews are conducted at each Career Center and Technical College each month throughout the Georgia Mountains Workforce Development area. Newspaper and radio are used to advertise Overview times and locations
- Signs have been posted at all partner agencies explaining WIA and application information
- Georgia Mountains Workforce Development utilizes the Georgia Mountains Regional Commission's Website for dispensing application materials
- Georgia Mountains Workforce Development has four formalized access points to WIA services provided through the Georgia Department of Labor Career Centers. It is anticipated that additional access points will be created by the strong collaboration of various partner agencies throughout the Georgia Mountains area
- The One-Stop site in the Department of Labor has transitioned to a "greeter" from a receptionist model for directing customers to appropriate services. In addition, the Career Centers allow individuals access to Internet applications, résumé preparation, and basic computer software in resource areas
- The two (2) Georgia Mountains Workforce Development Mobile Training Units will be used to further employment and economic development in the Region by providing computer access that is limited in some areas. Mobile Units will work with area technical colleges, local adult learning centers, local school systems, businesses, and industries in order to meet the demand for GED testing and other training needs. The Mobile Units will also help alleviate issues where staffing and/or spacing is limited and cannot keep up with present demand.
- The Mobile Training Units will be taken to local food banks, libraries, public housing units, local community events, job fairs, and other Area 2 locations where individuals need assistance with job related activities. Unemployed/Under Employed individuals will be provided access to computers to assist with on-line job searches and application, resume' writing, interviewing skills, and given access to online career assessment surveys whereby they can determine possible career paths.

- The Mobile units and the staffing team will partner with local business and industries to provide access to training facilities in order to allow for a learning atmosphere with adequate computer resources.
- The mobile units will be utilized as an onsite testing center for WIA Youth and central testing/training center for Youth in WIA programs with access to limited transportation.
- Mobile units are to be used in Rapid Response situations by partnering with the Georgia Department of Labor to assist individuals completing unemployment insurance claims at their place of work during a difficult time in their lives.
- Employment services as well as basic computer and Microsoft Office training is provided to those with limited and/or no computer knowledge and or Microsoft Office Training skills, if deemed necessary.
- Monthly statistics will be kept on all activities for the mobile units. The statistics will be provided to the Georgia Mountains Workforce Development Board at the quarterly meetings.
- Coordinate with local Technical Colleges and Adult Learning Centers to provide GED services.
- From July 31st 2013 to present 1000 people have visited the Mobile Training Vehicles for individualized services. Over 1367 different actions have been tracked on board the Mobile Units. This includes 172 on-line job searches, 64 online job applications, 338 resumes' developed/critiqued, 25 Unemployment Claims, 115 individuals assisted with GED and skills testing, 45 career assessment surveys, 17 youth tested, and 307 people receiving information on the WIA program and the services provided by Georgia Mountains Workforce Development.

Below is a list of the locations the Mobile Units have visited since July 31st and will visit within the month.

- Adult Learning Centers
Banks County Adult Learning Center
Dawson County Adult Learning Center
Hart County Adult Learning Center
Hall County Adult Learning Center – GED Studies
- Area Businesses
Schreiber Foods
Conditioned Air Systems
- Colleges
Lanier Technical College – Hall, Dawson,
North Georgia Technical College – Stephens
- Food Banks
Georgia Mountain Food Bank
Good Samaritan Food Bank
Northlake Baptist Food Bank

20. If the local area has chosen to contract with institutions of higher education and other training providers, please describe plans to increase the availability of training in high-demand occupations to workforce system customers, ***including the process to be used in selecting service providers under a contract for services, as required per 20 CFR 663.43***). What training institutions and industries will be targeted? What steps will be taken to ensure customer choice will not be limited? (***TEGL 23-10***)

- N/A
21. Discuss how the local area plans to prepare workers for the energy efficiency and renewable energy industries and other green jobs through additional training and certification activities.
- A “weatherization” program was developed by Lanier Technical College. The program is a pilot program in the state of Georgia. Graduates of the program learn principles relating to energy efficiency of appliances, home construction, insulation and windows
 - Some graduates are offered the opportunity to participate in a paid work experience through the Gainesville Housing Authority enhancing their newly acquired skills. The area in the past coordinated with the Gainesville Housing Authority to maximize the resources of the “weatherization” program. The Housing Authority has offered full-time employment to several “weatherization” program graduates
 - Both of these projects are currently on hold until more demand is needed
22. If the area has chosen to allow up to 20% of local WIA Dislocated Worker formula funds for Incumbent Worker Training for purposes of layoff aversion [per the state waiver under WIA Section I89(i)(4)(B)], please describe. If the area does not offer Incumbent Worker Training services, please explain.
- Currently there is no incumbent workers program. If funds will allow, an incumbent training manual will be developed in 2014-2015
23. Discuss the local area’s efforts to promote On-the-Job Training (OJT) and Customized Training (CT) in the business community. Has the area chosen to adjust OJT reimbursement or the employer contribution requirement for CT using a sliding scale based on the size of the employer [per the state waiver under WIA Section I89(i)(4)(B)]? If the area does not offer OJT services, please explain.
- OJT assists Adults and dislocated workers with gaining experience, knowledge and skills in demand industries. Participants must be unemployed through no fault of their own or be a displaced homemaker seeking to re-enter the workforce.
 - Trainees undergo a skills assessment and we develop a training plan in conjunction with the employer. To determine the appropriate length of the training plan, consideration should be given to the skill requirements of the occupation, the prior academic and occupational skill level of the participant, prior work experience, level of job difficulty, and the participants Individual Employment Plan or strategy.
 - OJT Training is limited in duration based on the occupation and training needs of the participant. Trainee’s performance and understanding of the job duties are evaluated at the beginning, middle and end of the training period. Modifications to the OJT Training Plan may be executed as needed with the most common modification being to extend the training period.
 - Reimbursement of trainee wages is from 50% to 90% (with use of Employer Match for On- the Job Training waiver) depending on the size of the employer, with the larger reimbursement percentage going to small and medium size employers.

- Reimbursement will be broken out into two payments. After training is completed and 90 days after training is completed.
- Employers can refer prospective applicants to us to determine if they would be eligible and suitable for OJT Training.
- Goals for OJT include assisting at least one employer in each county and doubling participation over the next year.

VI. Performance Accountability

1. Describe local strategies for obtaining and using customer feedback to ensure customer satisfaction.

The GMWD Area 2 is using customer satisfaction surveys and transition interviews with each customer served through the Georgia Mountains WD system.

Surveys include information questions pertaining to:

- WIA services
- Case management services
- Training provider/program

If deficiencies are noted, appropriate corrective actions may occur.

2. Describe the board's strategies and process for evaluating the system's progress in meeting the needs of employers and individuals in the community, including how the board is promoting continuous **quality** improvement of the local system.

- Quarterly performance reports to WIB
- Quarterly WIB meetings
- GMRC financial reports

3. Discuss steps the local area has taken to ensure transparency and accountability of all local funding.

- WIB receives quarterly financial reports
- GMRC receives quarterly financial reports
- Open meeting law
- Request for purchase and minimum three (3) quotes
- Approved by Department Head
- Another approval by Executive Director
- Purchase
- Over \$5000.00 purchase approved by GOWD

VII. Equal Access and Opportunity

1. Briefly describe local procedures and staffing to address grievances and complaint resolution. (See Table # 7.1 & 5.4)
 - The local procedures for handling grievous are described in Table #5.4. The WIA EO officer handles grievances and complaint resolution
2. Describe how the local area is ensuring full accessibility of sites and services. Examples include: an accessibility checklist on which staff have been trained, assistive technology in resource rooms, and ongoing coordination, training and mutual referrals with community rehabilitation providers.
 - The GMWD One-Stop and local Workforce Development office is fully accessible. The One-Stop has automatic opening doors, assistive technology and large print screens in the resource room and on-site interpreters. Rehabilitation Services, also located at the One-Stop, is the primary community rehabilitation provider with whom training and mutual referrals are conducted
 - Job Fairs
 - GMWD continually schedules (meeting dates and times are publicized in local newspapers, radio and career centers) WIA program Overviews in all 13 member counties allowing for:
 - easier access to WIA services
 - explanation of eligibility requirements
 - learning WIA services
 - GMWD partners with the Trade Act's Trade Adjustment Assistance (TAA), to provide if eligible:
 - ESL at local Adult Learning Centers
 - GED Training at local Adult Learning Centers
 - financial aid for testing
 - case management
 - eligibility processing
 - further occupational skills training
 - supportive services
 - Mobile Training Units
 - Handicap accessible
 - Handicap station available

3. Describe the local policy for ensuring, priority of service for covered persons, e.g., veterans and eligible spouses, how local area service providers ensure priority of service, and how GDOL employment services to veterans, are integrated into the local workforce system.
 - Veterans and eligible spouses are served as either adults or dislocated workers; they are provided the complete array of core and intensive services at the local One-Stop Career Center prior to entering training. Service to veterans is coordinated with the Veteran's representative based at Career Centers. (see Table # 7.2)
4. Describe the area's efforts to address the needs of customers with Limited English Proficiency (LEP). Key elements include staff, technology and availability of materials in languages prevalent in the area.
 - Partners with GDOL to provide:
 - Translation and interpretive services
5. Where applicable, describe how outreach and recruitment services to Migrant and Seasonal Farmworkers (MSFWS) are integrated into the local workforce system. Additionally, discuss any specific local or regional service strategies for working collaboratively with business and industry and the education community to develop strategies to overcome barriers to skill achievement and employment experienced by migrant and seasonal farmworkers, and to ensure they are being identified as a critical pipeline of workers (TEGL 17-10).
 - At present there are no area strategies due to the limited number of migrant workers in the area. All services are available to individuals who are referred to the local career center

Table # 2.1

Georgia Mountains Workforce Development Board

Name	Member Type	County	Date Appointed	Date Expire
Auermann, Charlie	Public/Econ. Dev	Dawson	Oct. 2011	Oct. 2014
Bala, Tim	Public/Education	Hall, Dawson, Forsyth	Sept. 26, 2013	Sept. 26, 2016
Berg, Mike, CCEO Chair	Public/Private	Dawson	Oct. 2011	Oct. 2014
Bridges, Thomas	Private/Public	Franklin	Jan. 2013	Jan. 2015
Cagle, David	Private/Organized Labor	Hart	Oct. 2011	Oct. 2014
Caudell, Tammy	Public	All 13	Jul. 2013	Jun. 2015
Chafin, William	Public	Hart	Oct. 2011	Oct. 2014
Dockery, Chris	Public/Private	Lumpkin	Jun. 2013	Jun. 2015
Farmer, Rex	Private	Hall	Sept. 26, 2013	Sept. 26, 2016
Freeman, Pat	Public	All 13	Oct. 2011	Oct. 2014
Gibby, Andrea, Chair	Private	Towns	Oct. 2011	Oct. 2014
Griggs, Mitch	Public	Union	Sept. 26, 2013	Sept. 26, 2016
Harrell, Dale	Private/Organized Labor	All 13	Oct. 2011	Oct. 2014
Hill, Peter J. Sr.	Private	Dawson	Oct. 2011	Oct. 2014
Ivester, Mark	Public/Education	Habersham, Union, Stephens	Jan. 2013	Jan. 2015
James, Gregg	Private/Public	Rabun	July. 2013	Oct. 2014
Lewis, Danny	Public	All 13	Sept. 26, 2013	Sept. 26, 2016
Mack, Deborah K.	Public	Hall	Sept. 26, 2013	Jun. 26, 2015
Norton, Sam	Private	Lumpkin	Oct. 2011	Oct. 2014
Oliver, Tom	Private	Hall	Sept. 26, 2013	Sept. 26, 2016
Reece, Sammy	Private	Banks	Sept. 26, 2013	Sept. 26, 2016
Riley, Janice	Public	All 13	Oct. 2011	Oct. 2014
Scarborough, Dean	Private	Stephens	Mar. 2012	Mar. 2015
Simmons, Nikki	Public	Banks, Habersham, Hall, Rabun, Stephens, White	Jun. 2013	Jun. 2016
Smith, Danette	Public	Dawson, Forsyth, Hall, Lumpkin, White	Jun. 2013	Jun. 2016
Schubring, Ken	Private	Habersham	Oct. 2013	Oct. 2016
Tam, Brian	Private	Forsyth	Sept. 26, 2013	Sept. 26, 2016
Turner, Travis	Public	White	Sept. 26, 2013	Sept. 26, 2016
Wade, William S. Vice Chair	Private	Dawson	Sept. 26, 2013	Sept. 26, 2015
Wareham, Mary	Public	Banks, Hall, Hart, Franklin	Jun. 2013	Jun. 2016

Table # 2.2

Board Structure	
Mike Berg	CCEO Chair
Andrea Gibby	Chair
William S. Wade	Vice Chair
Deborah Mack	Secretary/Treasurer

Table #2.3

GEORGIA MOUNTAINS WORKFORCE INVESTMENT BOARD GEORGIA MOUNTAINS REGIONAL COMMISSION MEMBERSHIP NOMINATION FORM

Nominee: _____

Member Category: _____

County(ies) Represented: _____

Address: _____

Telephone: _____ Fax: _____

Email Address: _____

Occupation and Responsibilities: _____

Member Nominated By: _____

CCEO Chairman: _____ Date: _____

Table # 2.4

Youth Council Members

NAME	ORGANIZATION	COUNTY
Auverman, Bindy	Next Generation	Dawson
Crain, Scott	BOE/Contractor	Hall
Hanes, Angie	Parent of Youth	Hall
Highsmith, Lee	Junior Achievement	NEGA Region
Hughes, Joan	City of Hartwell	Hart
Pratt, Tina	Housing Authority	NEGA Region
Reece, Sammy	Business Owner	Hall, Banks
Dalin, Brenda	Ninth District	Hall
Ruff, Chevalier	Hall Boys & Girls Club	Stephens, Hall
Ward, Shelby	NGTC GED Site Admin.	Habersham
Wade, Will	BOE	Dawson
Simmons, Niki	Job Corps	Regional
Cotton, Shanna	Ninth District	Hall
Laffredo, Bonnie	United Way	Habersham
Stowers, Jenny	Century 21	Towns

Table # 2.5

2012 Georgia Mountains Workforce Development Job Titles and Duties

Name	Title	Job Description
John Phillips	Georgia Mountains WD Director	Provides administrative support to the Board by planning, developing, maintaining and administering the Plan, developing RFPs, proposes policies and procedures in compliance with the Act, designs and maintains local area website, participating in various training sessions/conferences, developing and distributing a quarterly newsletter, developing working relationships with area collaborative partner agencies and local businesses and other duties as required by the Board.
Becky Sievers	Director of Finance, GMRC	25% Prepares and maintains the annual budget. Reviews contracts and grants to insure compliance. Prepares financial information and reports for Executive Director and department heads. Prepares and submits monthly, quarterly, and annual financial reports to applicable funding agencies. Approves and processes all accounts payable.
Nona Turk	Billing Specialist	Provides financial management of all WIA funded activities, completes Financial Status Reports, processes customer support, completes bank reconciliations, processes training invoices and participates in annual review process, tracks ITA obligations and expenditures.
Cheryl Smith	Financial Assistant (Part Time)	Supports Billing Specialist with financial management of all WIA funded activities.
Diane Jackson	Administrative Assistant	Provides detailed administrative support to the program staff and to the Board, develops and submits training provider agreements, provides . Utilizes VOS reports database to provide Board with up-to-date performance information. Reviews Adult and dislocated worker files for program eligibility.
Open	Intake Program Assistant/Career Advisor/Data Entry	Provides detailed career assessment services to customers in the application process throughout the One-Stop system, administers the CAPS, CDM, TABE and SAGE. Coordinate overview sessions to Georgia Mountains 13

		county area.
Ginger Little	Intake Manager	Provides detailed career assessment services to customers in the application process throughout the One-Stop system, administers the CAPS, CDM, TABE and SAGE. Enters customer information in VOS.
Dawn Bruce	Receptionist/Intake Services	Provides customer service to incoming customers. Supports Intake Manager with acceptance of all WIA funded applications. Orders and maintains supplies for office.
Diana Eddins-Wiggin	A/DW Supervisor	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers. Also provides supervision to Adult and DW staff.
Gloria Dodd	A/DW Case Manager	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers and utilizes VOS to enter customer information regarding customer credential/employment information.
Dan Thornton	A/DW Case Manager and Rapid Response Coordinator	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers and utilizes VOS to enter customer information regarding customer credential/employment information. Manages Rapid Response activities.
Wanda Payne	A/DW Case Manager	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers and utilizes VOS to enter customer information regarding customer credential/employment information
Matthew Oberholtzer	A/DW Case Manager	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers and utilizes VOS to enter customer information regarding customer credential/employment information
Jessica Williams	Youth Supervisor	Provides comprehensive case management services to Youth services WIA funded customers, issues yearly RFPs as needed to secure additional services, coordinates Youth Council (members, meetings), applies for applicable grant dollars, coordinates with area partner agencies to ensure non-duplication of services, develops youth program in conjunction with youth performance standards to ensure compliance. Provides supervision to Youth staff.
Ebony Tucker	Youth Services Case Manager	Provides comprehensive case management services to Youth services WIA funded customers

Danielle Avelar	Youth Services Case Manager	Provides comprehensive case management services to Youth services WIA funded customers
Faith Bryan	Information Services Director	10% Provides technical assistance regarding computer hardware and software. Communicates with supervisors, employees, the public, and others as needed to coordinate work activities, exchange information, and resolve problems.
Andrea Disharoon	Human Resources Specialist	50% Performs a variety of administrative duties, including payroll processing. Serves as Benefits Coordinator and assists in the coordination and scheduling of interviews. Coordinates and expedites activities among various agency departments regarding personnel issues.
Peggy Lovell	Executive Assistant	10% Types contracts; notarizes and processes contracts as well as other documents; develops and oversees contract files; Receives various forms, reports, correspondence, manuals, reference materials, or other applicable documentation. Reviews, completes, processes, forwards or retains as appropriate.
Marissa Smith	Administrative Secretary	15% Types, copies, mails, distributes letters and other correspondence; prepares or completes forms, reports, memos or other documents; assists in preparing monthly newsletter. Directs all calls and inquiries to the correct agency.
Niki Duncan	On the Job Training Coordinator	Markets the OJT program to the 13 counties supported by GMRC-WD. Coordinates OJT for customers of the Workforce Investment Act. Qualifies participants, assesses skill levels, and completes OJT plan with employers. Assists with follow up files for customers that have completed Workforce Investment Act training.
Whitney Williams	A/DW Program Assistant	Coordinates Overviews, Job Fairs, and Technical school information and updated Media sites. Customer service provider. Follows up with customers and employers as needed to complete follow up
Patrick Shuler	Youth Program Assistant	Maintenance of intake files including reviewing the files for accuracy. Assists customers in completing application processes. Updates files quarterly/by semester with grades, schedules, ITA reviews. Customer service provider. Follows up with customers and employers as needed to complete follow up.

Samantha O'Day	Youth Services Intake Assistant	Assists in implementation of all aspects of the area's youth program. Guide potential youth in the application process. Maintenance of intake files. Administers required assessments/ pre-requisites to eligibility determination. Upon completion of program updates service assignments and completion packets.
Micah Thomas	MTU Instructor	Promote, schedule, operate and maintain Mobile Training Units in support of WIA youth, Adult, Rapid Response and OJT programs in the 13 county GMRC service area. Provide employment oriented service to residents. Develop and present customer educational programs. Administer assessments. Assist with Intake and follow-up services
Keith Krauth	MTU Instructor	Promote, schedule, operate and maintain Mobile Training Units in support of WIA youth, Adult, Rapid Response and OJT programs in the 13 county GMRC service area. Provide employment oriented service to residents. Develop and present customer educational programs. Administer assessments. Assist with Intake and follow-up services

Table # 4.1

Employment Wage Statistics

The table below shows estimated average wage information Georgia Mountains Workforce Investment Area, Georgia for the 3rd quarter, 2013.

Area Name	Total Average Employment	*Average Hourly Wage	Average Weekly Wage	*Average Annual Wage
Georgia Mountains Workforce Investment Area, Georgia	212,205	\$18.48	\$739	\$38,428
Georgia	3,920,080	\$21.68	\$867	\$45,084

* Assumes a 40-hour week worked the year round.

Source: Labor Market Statistics, Quarterly Census of Employment and Wages Program

Area Labor Force, Employment and Unemployment Data

The table below shows estimated labor force, employment and unemployment information in Georgia Mountains Workforce Investment Area, Georgia for January, 2014. These figures are not seasonally adjusted.

Area Name	Civilian Labor Force	Number Employed	Number Unemployed	Unemployment Rate	Preliminary Data
Georgia Mountains Workforce Investment Area	307,187	287,859	19,328	6.3%	Yes

Source: GA Dept. of Labor, Workforce Information & Analysis, Local Area Unemployment Statistics Unit

Income Totals

The table below shows the most recent income information for Georgia Mountains Workforce Investment Area, Georgia.

Income Description	Income Source	Year	Total
Per Capita Personal Income - BEA	BEA	2011	\$33,390
Total Personal Income - BEA	BEA	2011	\$20,946,492,000

Industry Employment Distribution

The table below shows the distribution of industries in Georgia Mountains Workforce Investment Area, Georgia for the 3rd quarter, 2013.

Rank	Industry Sector	Establishments	Employees
1	Manufacturing (31-33)	846	37,539
2	Retail Trade (44 & 45)	2,076	27,030
3	Health Care and Social Assistance	1,340	26,623
4	Accommodation and Food Services	1,083	20,634
5	Education Services	358	20,153
6	Admin., Support, Waste Mgmt, Remediation	944	13,804
7	Wholesale Trade	1,159	11,560
8	Construction	1,775	10,749
9	Public Administration	230	9,439
10	Professional, Scientific & Technical Svc	1,820	7,724
11	Transportation and Warehousing (48 & 49)	416	5,493
12	Finance and Insurance	777	5,001
13	Other Services (except Public Admin.)	923	4,236
14	Arts, Entertainment, and Recreation	206	2,986
15	Information	222	2,310
16	Management of Companies and Enterprises	65	1,889
17	Agriculture, Forestry, Fishing & Hunting	120	1,534
18	Real Estate and Rental and Leasing	581	1,493
19	Utilities	34	1,100
20	Mining	20	125

Occupational Employment Distribution



The table below shows the distribution of occupations in Georgia Mountains Workforce Investment Area, Georgia for the 2010 - 2020 time period.

Rank	Occupation Group	2010 Estimated Employment	2020 Projected Employment
1	Office and Administrative Support Occupations	32,972	40,235
2	Sales and Related Occupations	24,359	28,676
3	Production Occupations	24,807	27,363
4	Transportation and Material Moving Occupations	17,438	21,680
5	Food Preparation and Serving Related Occupations	16,595	20,811
6	Education, Training, and Library Occupations	15,896	19,770
7	Management Occupations	14,391	16,127
8	Healthcare Practitioners and Technical Occupations	10,205	14,417
9	Construction and Extraction Occupations	10,454	12,980
10	Installation, Maintenance, and Repair Occupations	8,914	10,657
11	Business and Financial Operations Occupations	7,739	10,160
12	Building and Grounds Cleaning and Maintenance Occupations	7,197	9,078
13	Personal Care and Service Occupations	6,327	8,896
14	Healthcare Support Occupations	4,205	6,111
15	Protective Service Occupations	4,095	4,639
16	Computer and Mathematical Occupations	2,817	3,665
17	Arts, Design, Entertainment, Sports, and Media Occupations	2,468	2,936
18	Community and Social Services Occupations	2,036	2,750
19	Farming, Fishing, and Forestry Occupations	2,393	2,279
20	Architecture and Engineering Occupations	1,412	1,591
21	Legal Occupations	1,132	1,362
22	Life, Physical, and Social Science Occupations	722	825

Source: Labor Market Statistics, Occupational Employment Projections Unit

Occupations by Employment Wage

The table below shows the occupations with the highest paying 2012 estimated mean (annual) wages in Georgia Mountains Workforce Investment Area, Georgia.

Rank	Occupation	2012 Estimated Mean Annual Wage
1	<u>Physicians and Surgeons, All Other</u>	\$231,188
2	<u>Pediatricians, General</u>	\$223,031
3	<u>Dentists, General</u>	\$208,179
4	<u>Family and General Practitioners</u>	\$199,160
5	<u>Chief Executives</u> ♦	\$169,412
6	<u>Lawyers</u> ♦	\$129,190
7	<u>Computer and Information Systems Managers</u> ♦	\$127,941
8	<u>Architectural and Engineering Managers</u> ♦	\$115,382
9	<u>Training and Development Managers</u>	\$111,679
10	<u>Physician Assistants</u> ♦	\$110,219

♦ BRIGHT OUTLOOK NATIONALLY | ♦ BRIGHT OUTLOOK STATEWIDE | ♦ GREEN OCCUPATIONS

Wage Source: Occupational Employment Statistics and Wages Program

25th % and 75th % wage rates represent the 25th and 75th percentile of the wage distribution, respectively

Table 5.1

ADULT SELF-SUFFICIENCY POLICY

The Georgia Mountains Workforce Investment Board has defined self-sufficiency for Adult customers as the following:

- earning a personal or household income that is more than 200% of Federal Lower Living Income Chart (FLLIC) for an appropriate six-month period.

The table below lists the current FLLIC information effective April 20, 2013 as applies to WIA eligibility for program years 2012-2013.

INCOME LEVEL CHART

Effective April 20, 2013

Family Size	Personal / Household Income		
	Hall	Dawson/Forsyth (Atlanta MSA)	Other 10 GMWIA Counties
1	\$ 5,745	\$ 5,745	\$ 5,745
2	\$ 7,755	\$ 7,755	\$ 7,755
3	\$ 9,960	\$ 9,765	\$ 9,847
4	\$ 12,296	\$ 11,775	\$ 12,156
5	\$ 14,513	\$ 13,785	\$ 14,345
6	\$ 16,973	\$ 15,944	\$ 16,776
7	\$ 19,434	\$ 18,254	\$ 19,207
8	\$21,894	\$ 20,564	\$ 21,638
For each over, add:	\$ 2,461	\$ 2,310	\$ 2,431

Table # 5.2

Georgia Mountains Workforce Development Supportive Services

Georgia Mountains Workforce Development (GMWD)

Subject: Supportive Services Policy and Procedures

Issuance Date:

Effective Date: July 1, 2014 for all participants

Action: To establish a policy and procedure for support services required by the Governor's Office of Workforce Development.

Background: Supportive Service means a reimbursement to a participant to eliminate a barrier that prevents or makes it difficult for a participant to complete their educational plan and to secure employment. Supportive Services are based on individual need. The Individual Employment Plan (IEP) is to indicate the need for support services. There must be no other sources of support that meet the customer's need. Such services must enable participants to engage in WIA services or to provide them with a better opportunity to gain employment or to retain their jobs.

The term "supportive services" means services such as transportation, dependent care, and more rarely used services such as needs-related payments and special requests. These must be necessary to enable an individual to participate in activities authorized under WIA, consistent with the provisions of WIA.

Policy and Procedures: The following policy and procedures are the basis for providing participants support services within the Georgia Mountains Workforce Investment Area.

1. Supportive Services are based on the individual participant's needs determined by an objective assessment. To be eligible for supportive services the participant must be receiving or have received food stamps or TANF in the previous 6 months or the participant's family income must be at or under 250% of current Income Guidelines for WIA Low Income Level.
2. Supportive service needs must be specified in the Individual Employment/Education Plan (IEP).
3. Case Managers should ensure that participants make every effort to utilize other existing community resources and programs such as state and federal social services, community action agencies, and other identified community resources to meet identified participant needs. See Support Service Request form.
4. The reason for support services must be documented and must relate to the need as defined in the IEP. All support service transactions must be noted in the participant's case notes. A Support Service Request form must be completed by either the participant or the case manager and must be retained in the participant records.
5. The amount of funding available for support services is limited. To ensure that every participant has the opportunity to access these funds as needed, the maximum amount any one participant may receive under support service is \$3,000 per year. GMWD provides assistance for a maximum of two years. Maximum supportive service amount received is limited to \$6,000 without a waiver.

6. All participants' Supportive Service expenditures must be submitted, utilizing the attendance forms, dependent care forms, or other methods required by GMWD to the GMWD Case Manager for approval and for processing.
 - a. Customers must attend class or clinical placement to receive any transportation support payment for that day. Attendance forms are completed by the customer and signed by the instructor(s). The attendance form is submitted to the Case Manager on a bi-weekly basis and maintained in the customer file.
 - b. The Case Manager is to verify the actual costs that are being submitted for payment and to review previous authorizations in the participant record to avoid duplication of services or double billing of the item.
 - c. Payments will be made directly to the participant as a reimbursement. Payments will not be made for sick days, holidays, days when no class is scheduled, days when class has been cancelled, or for internet classes. Customers must be making satisfactory progress (a minimum of 2.0 on a 4.0 scale or a minimum of a C on an A, B, C, D, F scale or 70% on a 100% scale) and cooperating with instructional process to continue to receive support payments.
7. A review of the dependent care, transportation and other support follows; along with what should be considered when requests for these items arise. Needs Related is attached in a separate policy.
 - a. Dependent Care- This service is provided to help participants meet their family care needs. Dependent Care is a crucial element for many of our local area participants. If a participant has children who may need child care this should be identified on the Support Service Request and in case notes. The assessment should also include information on family members who may be available to provide child care and eligibility for child care assistance from DFACs or any other non-WIA provider. Because child care can consume program funds at a very rapid rate, all other providers of child care must be exhausted prior to authorizing child care under WIA.
 - i. Participants utilizing licensed dependent care services will be required to submit information stating the cost and other pertinent contract requirements. Reimbursement will be based on the cost of the services and the contract requirements up to the maximum dollar amount allowed per child, based on the county of residence (See Childcare Payment Chart below). Private or In-Home dependent care services will be reimbursed at the case manager's discretion up to the maximum dollar amount allowed per child of \$15.00 per day (see Childcare Payment Chart below). Dependent Care will be classified as one more of the following:
 - Child or dependent under the age of 14 who is receiving 50% or more of their daily living needs from the WIA participant; or child or dependent, regardless of age, who requires assistance due to disability or medical condition.

CHILDCARE PAYMENT CHART

Participants shall receive a maximum of \$200 per week for dependent care reimbursements for licensed or private providers.

County of Residence	Average Cost per Child
• Banks	• 80
• Dawson	• 100
• Forsyth	• 100
• Franklin	• 80
• Habersham	• 80
• Hall	• 100
• Hart	• 80
• Lumpkin	• 100
• Rabun	• 80
• Stephens	• 80
• Towns	• 80
• Union	• 80
• White	• 80

- b. **Transportation Expenses-** This service ensures mobility between home and location of training or practicum/clinical site. Eligible participants using their own vehicle for travel to and from WIA programs will be reimbursed as follows:

Distance between the participant's residence and training location will be determined using <http://www.randmcnally.com>.

Round trip	Daily Rate
0-5 miles	\$ 0.00
5-10 miles	\$ 5.00
10 and over	\$10.00

- c. **Special Requests-** Based on funds availability and documented need, the following general policies will apply to additional Supportive Services that require the Director's approval:

Eligibility for funding will be determined on a case-by-case basis by the GMWD Case Manager and GMWD Director in conjunction with WIA policies. Verification of need must be documented by submitting a Special Request Form and any other documentation the GMWD Case Manager deems necessary for determining eligibility. Special requests, if approved by the Director, will be limited to \$200.00 for the first 12 months of school and \$200.00 for the second 12 months for a maximum amount of \$400.00 per student per enrollment in the WIA program. **Approval from the Director must be obtained prior to expending WIA funds for Special Requests.**

Other allowable supportive services include but are not limited to:

- d. **Health Care and Medical Services –** These services are of a one-time nature, such as a physical examination, prescription drugs, prescription eyeglasses, immediate dental care, and mental health care which are needed to enable an individual to participate in any reemployment activity

- e. Legal Services: Cost for legal services may be covered when the law, courts and related situations interfere with the participant's ability to continue training or seek employment
- f. Out-of-Area Services: A participant may be provided assistance with costs incurred for out-of-area training or other activities (such as travel to take a licensing test) that are part of their Individual Employment Plan. Lodging, per diem, mileage and other reasonable and necessary costs may be covered. When calculating the level of assistance, providers may opt to cover actual costs or use Federal mileage, lodging and per diem rates and cover any amount up to that level based on available budget and other sources of assistance
- g. Internet Services: Payment of internet services is considered an allowable expense for participants who must have internet access for distance learning. There may be other circumstances where internet payments are an allowable expense. In those circumstances case managers should request approval from their program manager prior to making internet payments.
- h. Other supportive services may be provided as determined by the local workforce area. Such goods and services should be reasonable and necessary for the participant to remain in training and/or obtain or retain employment. These services may include, but are not limited to:
 - 1. Personal grooming and hygiene needs;
 - 2. Bonding and liability insurance for employment;
 - 3. Work clothing (includes clothing for interviews);
 - 4. Financial counseling or assistance;
 - 5. Application fees and GED fees;
 - 6. Auxiliary aides and services for participants with disabilities; and
 - 7. Drug testing as required for employment (includes WEX).

Unallowable Supportive Services- Payments are not allowed for titled or deeded items or when recovery of the expense is anticipated. Such items include:

- 1. Rent deposits or housing deposits;
- 2. Mortgage payments;
- 3. Car payments;
- 4. Purchase of vehicles; and
- 5. Fines
- 6. Late Fees

NAME: _____ SSN: _____

1. What types of items/services do you need that would be useful in achieving your goal of becoming self-sufficient?

A. _____ Cost: _____
B. _____ Cost: _____
C. _____ Cost: _____

2. Why do you need these services and how long do you anticipate you will need these services?

3. How do you plan on acquiring these items/services if WIA cannot assist you at this time?

4. How do you plan on acquiring these items/services in the future (when your training is complete)?

5. Has payment for these services been requested from another agency?

_____ Yes _____ No Identify the agencies.

7. List the current sources and the amount of your monthly income.

A. _____ Amount: _____

Participant Signature: _____ Date: _____

Disposition of request:

[] Approved: Reason for Approval.

[] Denied: Reason for Denial.

Staff Signature

Date

Individual Support Service Expenditure Cap Increase Request

Date: March 26, 2014

Local Workforce Investment Area: 2, Georgia Mountains Workforce Development

Fiscal Agent/Grant Recipient: Georgia Mountains Regional Commission

Participant:

Funding Stream:

Individual Participant Cap Increase Requested:

Type of Services Participant is receiving: ☐ Occupational Skills Training ☐ GED
☐ Other

Estimated Date of Service Completion:

Participant's need and circumstances: (Please also attach documentation)

Proposed Increased Cap: _____

Please explain the methodology that led to your proposed increase: _____

Support Service Waiver Request

Defined Population Cap Increase

Potential Impacted Funding Stream(s): Adult, Dislocated Workers, Youth In and Out

Definition for this population: Single parent of one child who is ineligible for assistance with child care through the CAPS program.

Circumstances:

A single parent may incur costs for child care of more than \$100 per week per child in counties in our area. Licensed providers require payment even when a child is not present to hold their place in the child care center. Participants may be required to attend classes 215 days per year.

Proposed Increased Cap: \$7350 per year

Methodology:

Our policy allows for up to \$100 per week for child care per child and up to \$10 per day for transportation reimbursement.

$\$100.00 \times 52 \text{ weeks} = \5200

$\$10.00 \times 215 \text{ days} = \2150

The additional \$250 has been added to meet the other possible needs, such as out of area services, prescription eyewear, youth incentives or special requests.

Support Service Waiver Request

Defined Population Cap Increase

Potential Impacted Funding Stream(s): Adult, Dislocated Workers, Youth In and Out

Definition for this population: Single parent of two or more children who is ineligible for assistance with child care through the CAPS program.

Circumstances:

A single parent may incur costs for child care of more than \$100 per week per child in counties in our area. Licensed providers require payment even when a child is not present to hold their place in the child care center. Participants may be required to attend classes 215 days per year.

Proposed Increased Cap: \$12,800 per year

Methodology:

Our policy allows for up to \$100 per week for child care per child with a maximum of \$200 per week and up to \$10 per day for transportation reimbursement.

$\$200.00 \times 52 \text{ weeks} = \$10,400$

$\$10.00 \times 215 \text{ days} = \2150

The additional \$250 has been added to meet the other possible needs, such as out of area services, prescription eyewear, youth incentives or special requests.

Support Service Waiver Request

Defined Population Cap Increase

Potential Impacted Funding Stream(s): Adult, Dislocated Workers, Youth In and Out

Definition for this population: Participants whose childcare cost exceed the payments provided by CAPS

Circumstances:

Families may incur costs for child care of more than \$100 per week per child in counties in our area. Licensed providers require payment even when a child is not present to hold their place in the child care center. CAPS rarely covers the total cost of childcare. Participants may be required to attend classes 215 days per year.

Proposed Increased Cap: \$6560 per year

Methodology:

Our current participants that receive assistance through CAPS are responsible for an average of \$80.00 per week for child care in excess of what CAPS provides. GMWD pays up to \$10 per day for transportation reimbursement.

$\$80.00 \times 52 \text{ weeks} = \4160

$\$10.00 \times 215 \text{ days} = \2150

The additional \$250 has been added to meet the other possible needs, such as out of area services, prescription eyewear, youth incentives or special requests.

Support Service Waiver Request

Defined Population Cap Increase

Potential Impacted Funding Stream(s): Adult, Dislocated Workers, Youth In and Out

Definition for this population: Two parent families whose household income is under 200% of the Income Guidelines for WIA Low Income Level

Circumstances:

Families may incur costs for child care of more than \$100 per week per child in counties in our area. Licensed providers require payment even when a child is not present to hold their place in the child care center. Participants may be required to attend classes 215 days per year.

Proposed Increased Cap: \$12,800 per year

Methodology:

GMWD pays up to \$10 per day for transportation reimbursement.

$\$200.00 \times 52 \text{ weeks} = \$10,400$

$\$10.00 \times 215 \text{ days} = \2150

The additional \$250 has been added to meet the other possible needs, such as out of area services, prescription eyewear, youth incentives or special requests.

Table #5.3

GROWTH AND DEMAND OCCUPATIONS

GEORGIA MOUNTAINS REGIONAL COMMISSION

GEORGIA MOUNTAINS WORKFORCE DEVELOPMENT AREA 2

Although this list represents the area "Growth and Demand" occupations, it does not breakdown the "training" requirements of each occupation. This information can be found in the Directory of Occupational Titles. Many of the occupations listed below DO NOT REQUIRE significant training or may require only on-the-job training. Some occupations may require pre-hire letters. Due to the economy, some of these occupations require detailed proof of the demand in the area in which the customer lives or plans to commute. Please consult the Georgia Mountains Workforce Development (GMWD) office regarding your training needs. Additional occupations will be added as determined by the Georgia Department of Labor Career Center managers and members of the Georgia Mountains Workforce Investment Board.

All training must allow the customer to become self-sufficient. The following occupations have been determined to be growth and demand occupations for the area as of December 11, 2013:

Accountant & Bookkeeper	Drafter	Medical Office Worker
Administrative Assistant	Electrician	Medical Records Technician
Automotive Mechanic	Emergency Medical Technician	Medical Secretary
Automotive Structural Repairer	English as a Second Language Instructor	Motorcycle Repair Technician
Bill & Account Collector	General Office Clerk	Occupational Therapist
Brick Mason	Hand Packers & Packagers	Paralegal
CAD Operator	Heating/AC Technician	Pharmacy Technician
Carpenter	Home Health Aide	Phlebotomist
Cashier/Sales Clerk	Hotel/Motel Management	Physical Therapist
Child Development Assistant	Horticulture	Plumber, Pipefitter, & Steamfitter
Certified Nursing Assistant	Human Service Worker	Quality Assurance Technician
CNC Machine Operators	Industrial Machinery Mechanic	Radiological/X-Ray Technician
Computer Information Systems	Industrial Truck & Trailer Operator	Registered Nurse (RN)
Construction Laborer	Laborer (Warehouse)	Respiratory Therapist
Correction Officer	Law Enforcement Officer	Robotics
Cosmetology	Legal Secretary	Special Education Teacher
Culinary	Licensed Practical Nurse (LPN)	Surgical Technician
Customer Service Representative	Maintenance Mechanic	Surveyor
Data Entry Technician	Management Trainee	Teacher
Delivery & Route Truck Driver	Manufacturing Machine Operator	Truck Driver, Heavy
Dental Assistant & Dental Hygienist	Mechanic & Repairer Helper	Vocational Education Teacher & Instructor
Dental Laboratory Technician	Medical & Laboratory Technician	Welder & Cutter
	Medical Assistant	

Table #5.4

RIGHTS STATEMENT

GEORGIA MOUNTAINS WORKFORCE INVESTMENT BOARD
2481 HILTON DRIVE, SUITE 8, GAINESVILLE, GEORGIA 30501
(770) 538-2727 PHONE • (770) 538-2730 FAX

EQUAL OPPORTUNITY IS THE LAW

It is against the law for the Georgia Mountains Regional Commission/Georgia Mountains Workforce Investment Board to discriminate against any individual in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity.

COMPLAINTS OF DISCRIMINATION

If you think you have been subjected to discrimination under a WIA funded program or activity, you may file a complaint within 180 days of the alleged violation with:

Georgia Mountains Regional Commission/Workforce Development
Georgia Mountains Workforce Investment Board (GMWIB)
Equal Opportunity Officer –
Andrea Disharoon
Human Resources Specialist
P.O. Box 1720
Gainesville, GA 30503
770-538-2626 – Phone

Director of Civil Rights Center
U.S. Department of Labor
200 Constitution Ave., NW
Room N4123
Washington, DC 20210

Application for a Workforce Investment Act (WIA) funded program **does not create an entitlement** to services, and nothing in the Act shall be construed to establish a right of action for an individual to obtain services under WIA.

If you elect to file your complaint with the GMWIB, you must wait either until the GMWIB issues a written decision, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). If the GMWIB does not give you a written decision within 90 days of the day on which you filed your complaint, you do not have to wait for the GMWIB to issue that decision before filing a complaint with the CRC. However, you must file your complaint with CRC within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the GMWIB). If the GMWIB does give you a written decision on your complaint, but you are not satisfied with the decision or resolution, you may file a complaint with CRC. You must file your complaint within 30 days of the date on which you received a written decision.

The Civil Rights Act of 1964, as amended, and the Workforce Investment Act of 1998, as amended, guarantee you the right to file a complaint or alleged action in any area concerning discrimination as stated above.

COMPLAINTS OF FRAUD OR ABUSE

In cases of suspected fraud, abuse, or other alleged criminal activity, you should contact the Office of the Inspector General, U.S. Department of Labor, at 1-800-347-3756. There is no charge for this call.

GMWD GRIEVANCE PROCEDURE

1. Complaints arising at the Workforce Development Area 2 level must be in writing, signed by the complainant, dated within one-year of the alleged incident, and must include the following information:
 - a. the full name, telephone number (if any) and address of the person making the complaint;
 - b. the full name and address of the respondent against whom the complaint is made;
 - c. a clear and concise statement of facts, including pertinent dates, and witnesses (if any) constituting the alleged violation, and,
 - d. the type of relief requested.

A complaint will be considered to have been filed when the reviewing authority receives from the complainant a written statement, including information specified above, which contains sufficient facts and arguments to evaluate the complaint.
2. Complaints must be submitted to the Director, Georgia Mountains Workforce Development, 2481 Hilton Drive, Suite 8, Gainesville, GA 30501.
3. The Director shall investigate the complaints and attempt to resolve the matter through mediation within ten days of receipt of the complaint.
4. If the complaint cannot be resolved within ten days, a hearing shall be conducted within sixty days of receipt of the initial complaint. When a hearing is necessary, the complainant and the respondent will be given reasonable notification by registered or certified mail of the following information:
 - A statement of the date, time and place of hearing;
 - A statement of the authority and jurisdiction under which the hearing is to be held;
 - A reference to the particular section of the Act, regulations, grant or other agreements under the Act involved;
 - A notice to the parties of the specific charges involved;
 - The right of both parties to be represented by legal counsel;
 - The right of each party to present evidence, both written and through witnesses; and
 - The right of each party to cross-examine.
5. A hearing can be rescheduled at the request of either party for just cause.
6. The hearing shall be conducted by the Executive Committee of the Georgia Mountains Workforce Development. This committee may designate staff and/or other parties to serve as the hearing officer. However, no GMWIB or staff member who has been directly involved in the events from which the complaint arose shall serve as a decision-maker in such complaint. If the complaint is against the GMWD itself, an impartial person will be secured by the GMWD to serve as the hearing officer. Impartial hearing officers shall be chosen from qualified individuals with expertise in the area from which the complaint arises. When an impartial hearing officer is necessary, the GMWD Director will be notified to provide a qualified person. The right to an impartial decision-maker shall not be abrogated by the Georgia Mountains Workforce Investment Board or Workforce Development Area 2. In an age of advanced communication options and to encourage timely responses to all complaints, the GMWIB may utilize e-mail, internet-based meeting facilities, in-person or any other mutually acceptable formats to conduct a hearing.
7. The Executive Committee of the Georgia Mountains Workforce Investment Board, or, its designee acting as a hearing officer, shall have the authority to regulate the course of the hearing, set the time and place for continued hearings, fix the time for filing briefs, and dispose of motions. A final decision must be rendered by the GMWIB Executive Committee or its designee within ninety days of the completed hearing unless all parties are notified by certified mail of the need for additional time.
8. A complete record of the hearing shall be made and maintained for three years and include the following:
 - a. all pleadings, motions, and intermediate ruling;
 - b. detailed minutes or mechanical recording of the oral testimony and all other evidence presented;
 - c. a statement of matters officially noted;

- d. all staff memoranda or data submitted to the Georgia Mountains Workforce Investment Board Executive Committee or its designee in connection with their consideration of the case;
- e. findings of fact based on the evidence submitted at the hearing;
- f. notification of both parties of further appeal procedures, if applicable; and
- g. final decision of the hearing officer.

A written report of all complaints received within the Georgia Mountains Workforce Development office will be filed on-site by the tenth day of the month following the report month. The report will include the name of the complainant, the name and/or organization of the respondent, the date the complaint was filed, nature of the complaint, and the resolution of the complaint (if rendered). If no complaints are received during a given month, no report is due. If there are status updates to previous complaints, a report must be sent to the State by the tenth day of the following month.

GOVERNOR'S REVIEW OF THE GRIEVANCE

The complainant shall be informed of the right to request a review of his or her complaint by the Governor if: **1)** the complainant does not receive a decision at the Georgia Mountains Workforce Investment Board level within (30) thirty days of filing the complaint, or **2)** the complainant receives a decision unsatisfactory to him or her.

The request for review should be submitted to: Governor's Office of Workforce Development, Attn: Compliance Manager, Two Martin Luther King, Jr. Drive, Atlanta, GA 30334; Phone number 404-656-9485; Fax number 404-463-5043; or Electronic submissions should be sent to: wdcompliance@georgia.gov. The request for review of the complaint by the Governor must be filed within ten days of receipt of the adverse decision or within fifteen days from the date on which the complainant should have received a decision. The Governor will conduct a review of the complaint and issue a decision within thirty days from the date of receipt of the review request. The decision rendered by the Governor will be final.

OTHER GRIEVANCES

1. Complaints arising from contracts or vendor agreements with Georgia public schools such as those which pertain to disciplinary actions of teachers or students, grading policy or teacher employment contracts will be handled by the grievance procedure outlined in OCGA 20-2-1160, 20-2-109, 20-2-50. Grievance hearings held by public school service providers should be consistent with State policy/procedures and must be initiated within 30 days of filing of the grievance and a decision rendered within 60 days of the filing date of the grievance. Where grievances arise in the area's outlined above, the service provider will submit to the Georgia Mountains Workforce Investment Board (GMWIB) within five (5) days, summaries or checklists of Georgia Mountains Workforce Development Area 2 complaints filed. Hearings held, decisions rendered and appeals filed shall be provided to GMWIB within 10 days of the decision being finalized.

If a complainant does not receive a decision within 60 days of filing the complaint or receives an unsatisfactory decision, the complainant then has the right to request a review by the Governor. The request for review should be submitted to the State Superintendent of Schools, Georgia Department of Education, 2066 Twin Towers East, Atlanta, Georgia 30334. [NOTE: For the purpose of this section, the State Superintendent of Schools or his/her designee acts as the Governor's authorized representative.]

Complaints which pertain to terms of the contract between the school and the GMWIB, which may include curriculum and course content, provision of teaching materials and equipment, eligibility, customer selection, or other terms made part of the contract, should be handled by the grievance procedure as presented in the GMWD Grievance Procedure section.

2. Complaints against the Georgia Department of Labor Career Centers should be filed with the complaint specialist or Career Center Manager in accordance with their policies and procedures.
3. Complaints alleging labor standards violations may be filed using the established local and State Grievance Procedures or submitted to a binding arbitration procedure, if a collective bargaining agreement covering the parties to the grievance so provides.
4. Applicants, customers, service providers, bidders, WIA funded staff or other interested parties alleging violations of the Acts, regulations, sub grants, or other contracts under WIA (other than discrimination complaints) shall utilize the GMWD Grievance Procedures in filing a complaint. Individuals shall be informed of this right by the Georgia Mountains Regional Commission/Georgia Mountains Workforce Development Area 2 staff.

I have *read* and *understand* the Rights Statement and acknowledge so with my signature.

Customer's Signature

Date

Parent's/Guardian's Signature (if applicable)

Date

*A copy of this document should be given to the customer and one copy should be retained in his/her file (if applicable).

Table # 5.5

INDIVIDUAL TRAINING ACCOUNTS

An individual determined eligible for WIA-funded training services may select an eligible provider from the Georgia Mountains Workforce Investment Board/STATE approved list in consultation with a GMWD representative located at Georgia Mountains Workforce Development Office located at 2481 Hilton Drive, Gainesville GA 30501.

Policies:

1. Training must be in occupations identified in the local WIA plan as growth and/or demand occupations or documentation of employment prospects for areas not listed in the Plan must be provided. Growth and Demand Occupation lists are subject to change at any time due to fluctuating economic conditions.
2. Training must result in an employment wage sufficient to maintain or increase income.
3. ITAs may be utilized for expenses related to training, including but not limited to the following: books, tuition and fees, general supplies, tools, uniforms and shoes, certification, licensing, testing fees, drug testing for entrance into training, medical requirements for training entrance, etc. Note: Due to procurement regulations, certain required equipment cannot be purchased utilizing WIA funds (computers and related equipment).
4. Funding limitations will be as follows:
 - (a) Up to \$6,000 in training costs, excluding support may be expended for each participant for the first year of training. (Effective for participants registered on or after 7/1/2014)
 - (b) For training that extends beyond one year, total training costs may not exceed \$10,000 excluding support. (Effective for participants registered on or after 7/1/2014)
 - (c) The total cost of training may exceed the available WIA funding limitations however customers must provide evidence that additional financial support is available to cover the total training cost. In a case where the total cost of training exceeds the available WIA funding limitations, customer funding will be utilized until the remaining training amount is within local area funding limitations. WIA supportive services may be paid during the time in which the customer funding is being utilized.
 - (d) Up to \$11,000 excluding support for a specialized Welding Program. (Effective 7/1/2014)
5. Programs should not exceed 104 weeks (two years). Exceptions to this policy may be approved on a case-by-case basis and requests should include evidence that financial support is available during extended training periods. In addition:
 - (a) Georgia Mountains Workforce Development (GMWD) assists with one (1) program of study with limited exceptions
 - (b) An upgrade to a degree program is not permitted due to the length of program guidelines, available funding, and Individual Training Account (ITA) requirements. A downgrade from a degree or diploma credential level program, or lateral change of program within the same credential level, may be allowed based on documented statements or evaluations by the Training Provider, and the GMWD Case Manager; or in case of documented medical condition(s).

- (c) A customer cannot change their major, program of study or add/drop a course without prior approval by their Case Manager. In the event of withdraw/failure of a course or program, GMWD will not provide the funds to re-enroll in that course at a later date.
- 6. All customers must maintain a full-time training status as determined by the training provider. Exceptions to this policy may be approved on a case-by-case basis at the case manager's discretion.
- 7. In general, all training programs must be within a reasonable commute (30-40 miles one way) of the WIA local area. Out-of-the-area training programs that are not within commuting distance to the WIA local area may be approved on a case-by-case basis. All approved training must be located within the contiguous United States. Lodging may be provided by some training providers (CDL of GA, LLC, Daly's Truck Driving School or Georgia Driving Academy) either free or at a reasonable cost. WIA funding may be provided for lodging if the customer lives outside of a reasonable commute (30-40 miles one way) or reliable transportation is not available.
- 8. All potential training customers must apply to the potential training site and apply for all applicable sources of financial aid. Upon application to the GMWD for training services, applicants must provide proof of acceptance to the training provider and financial aid award/denial letter, if applicable. All customers who apply for training services must complete a Customer Financial Summary and provide information that will explore all available sources of financial aid (i.e., Pell, HOPE Grant, HOPE Scholarship, TANF) to avoid duplication.
- 9. WIA funding may be provided for college level instruction only if all of the following conditions have been met:
 - (a) The customer must be accepted into a certificate, diploma, or degree program and the course of study must be occupation-specific (i.e. radiology technician, accounting, teacher certification). No funds shall be provided for general academic programs (i.e. General Studies, Bachelors of Art, etc.).
 - (b) Total course of study will take no longer than 104 weeks (2 years) to complete and be a certificate, diploma, or degree program.
 - (c) The customer must demonstrate that he/she has the financial resources to attend long-term training.
- 10. Continuing Education and other similar courses may be approved if the following conditions apply:
 - (a) The customer must have a specific occupational goal.
 - (b) The customer must have a work history or educational background that relates to the occupational goal.
 - (c) The customer must present evidence describing how the proposed training will increase his/her employment marketability.
- 11. Customers accepted on a provisional basis may receive assistance, but certain restriction and requirements apply and are reviewed on a case-by-case basis.
- 12. ITAs will not be used for payment of late fees caused by customer error or delay. The customer will be responsible for these fees, as he/she is responsible for other fines or penalties.

ITAs will be issued for training providers/programs that are currently on the State of Georgia Eligible Provider/Program List and with whom we have a signed WIA Training Provider Agreement/Contract. Georgia Mountains Workforce Development office maintains a list of the providers with executed contracts through the Georgia Mountains Regional Commission office in Gainesville. This list is updated as needed.

Table # 5.6

GMWD Adult/DW Process

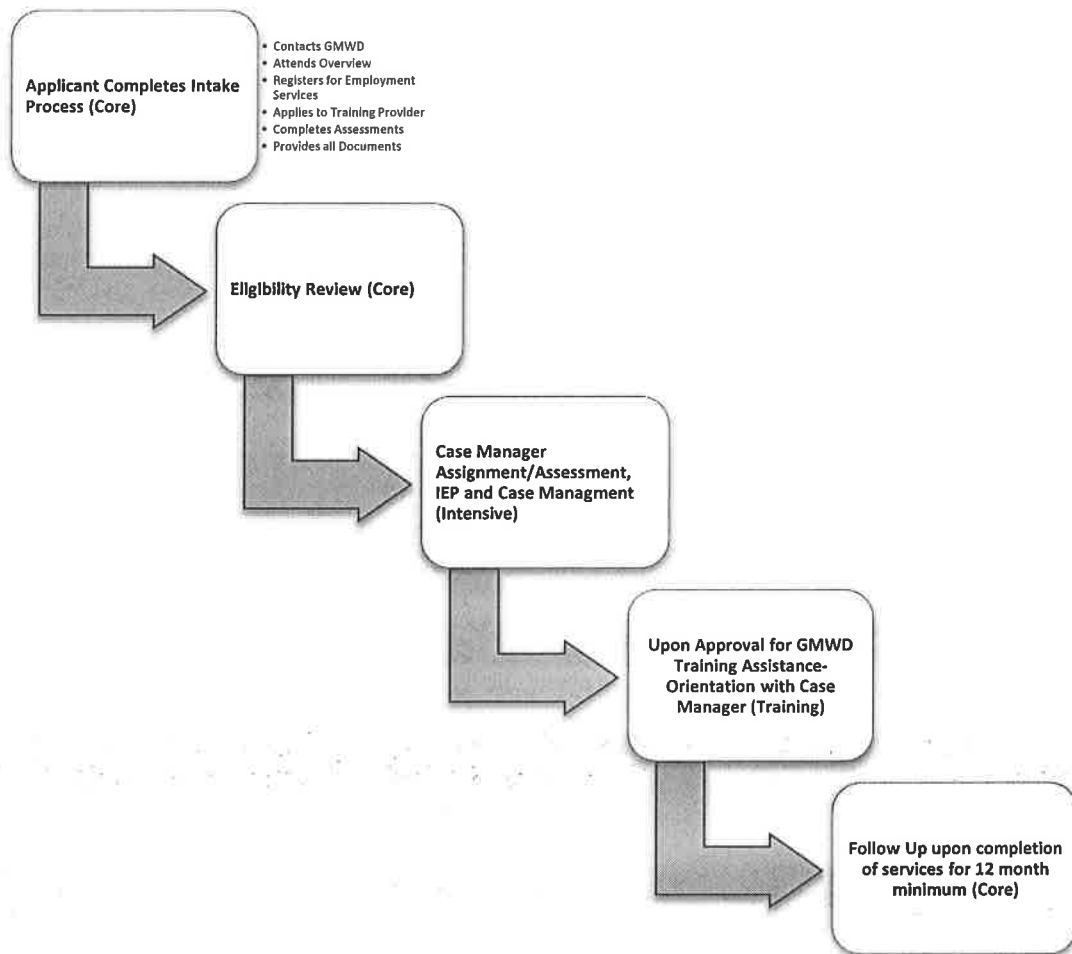


Table #5.7

GMWD Youth Process

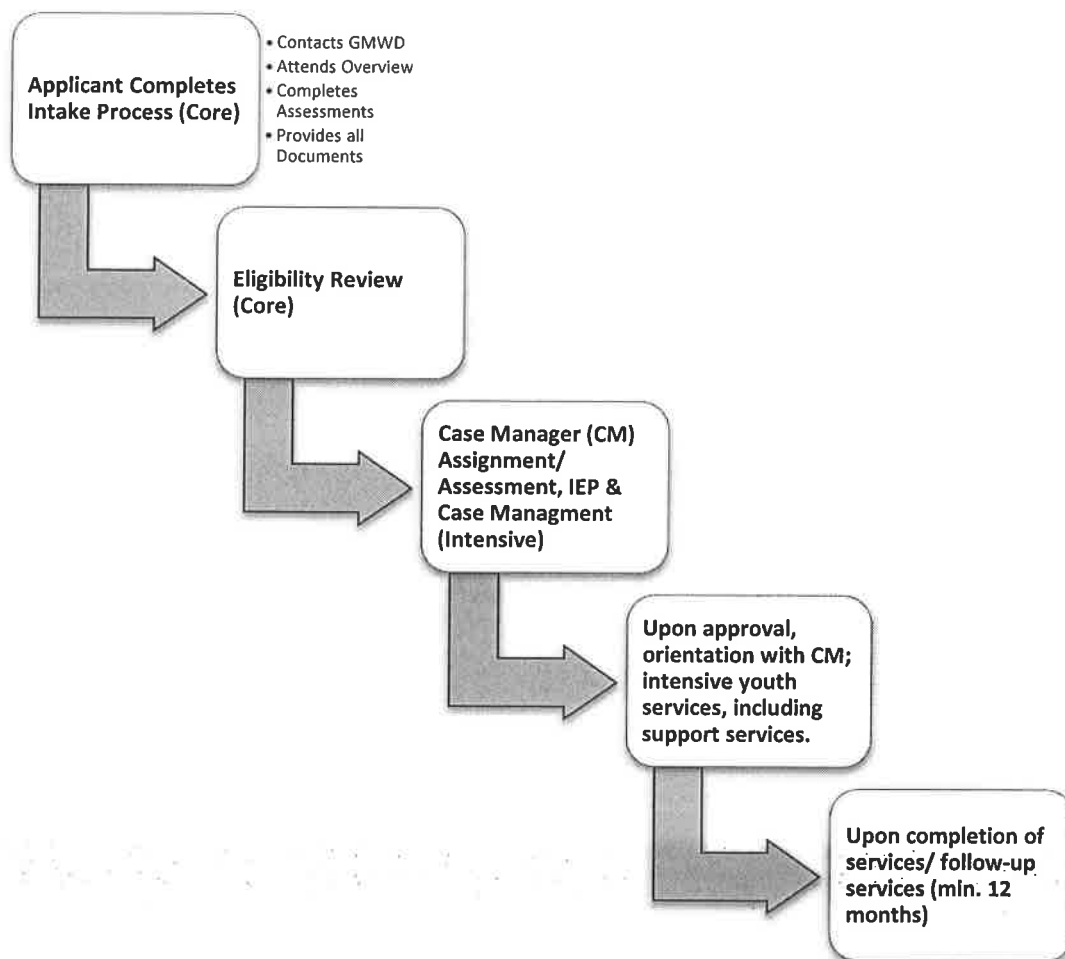


Table #5.8



GEORGIA MOUNTAINS REGIONAL COMMISSION GEORGIA MOUNTAINS WORKFORCE DEVELOPMENT AREA 2 APPROVED TRAINING PROVIDERS

Although the Workforce Investment Act (WIA) encourages "customer choice", the Act specifies that the local Workforce Investment Board (WIB) create policies and procedures for each Workforce Development area. The Georgia Mountains Workforce Investment Board, in an effort to conserve training funds, has approved the following providers as occupational skills training providers. Please adhere to the Training Provider's admissions deadline policy.

ATHENS TECHNICAL COLLEGE

www.athenstech.edu

BRENAU UNIVERSITY

www.brenau.edu

CDL OF GA, LLC

www.cdlofga.com

CHATTAHOOCHEE TECHNICAL COLLEGE

www.chattahoocheetech.edu

DALY'S TRUCK DRIVING SCHOOL

www.dalystruckdrivingschool.com

EMMANUEL COLLEGE

www.ec.edu

GEORGIA DRIVING ACADEMY

www.gadrivingacademy.com

GOODWILL OF NORTH GEORGIA

www.goodwillng.org

UNIVERSITY OF NORTH GEORGIA

www.ung.edu

GWINNETT TECHNICAL COLLEGE

www.gwinnettech.edu

LANIER TECHNICAL COLLEGE

www.laniertech.edu

KENNESAW STATE UNIVERSITY

www.kennesaw.edu

NORTHEAST GEORGIA RESA

www.cicit.net/sn/clt/negaresa

NORTH GEORGIA TECHNICAL COLLEGE

www.northgatech.edu

PIEDMONT COLLEGE

www.piedmont.edu

PIONEER RESA

www.pioneerresa.org

SOUTHERN POLYTECHNIC STATE UNIVERSITY

www.spsu.edu

Georgia's Workforce Development Eligible Training Providers and Programs can be reviewed at www.workforce.georgia.gov/eligible-provider-list. Customers desiring to attend a provider that only appears on the State-approved list would need to speak with a Workforce Development Representative to get more information on how a State-approved provider may be approved by the Georgia Mountains Workforce Development Board.

Additional training providers may be added by the local Board as it is deemed necessary.

Please be advised that this list is subject to change.

Table #5.9

PLANT CLOSINGS /LAYOFFS IN THE GMRC REGION

The rural communities in the region have been largely impacted by the number of layoffs experienced by private industries located within their community. These layoffs impact not only the community where the industry is located, but also the adjoining communities in the region where the employees reside. Companies have a responsibility to notify Georgia's Rapid Response Team of impending layoffs and this information is provided to the public as part of the federal WARN system. The number of layoffs in the region during the last year was 628 and lower than in previously reported years.

County	Company	Employees Affected	Sector	Date of Closing
Habersham County	DENTSPLY	48	Dental Hardware	3/2012
Hall County	MD Building Products	29	Aluminum Extrusion Products	8/2012
Forsyth County	PolyVision Corporation	33	Electronic Blackboards	9/2012
Rabun County	Parkdale America, LLC	124	Textile Mfg.	4/2012
Franklin County	Parkdale Mills- Plant 2	264	Cotton Processing Products	7/2012
Hall County	Schreiber Foods, Inc.	130	Cheese and Dairy Products	5/2013
Hall County	CCA Detention Center	125	Private Correctional Facil.	12/2013
Hall	PSS Dispensing	24	Pharmaceutical Packaging/Dispensing	9/2013
Lumpkin County (Fire Damage)	Shenanigans Restaurant	30	Food Beverage Service	3/2014
Habersham County (Fire Damage)	Sweet Bread Natalie Janes Tavern	11 14	Food Beverage Service	3/2014
	Sharky's Sports Grill	3		
Totals		835		

Table # 7.1

Governor's Office of Workforce Development WIA Complaint Information Form

FORM C

WIA Participants must fill out this form in order to log an official complaint against a local area that is a sub-recipient of WIA Title I funds. The completed form must be submitted after 30 calendar days of filing your grievance at the local area to the following:

Governor's Office of Workforce Development

Attn: Compliance Manager

Two Martin Luther King, Jr. Drive Atlanta, GA 30334

Phone: (404) 656-9485 Fax: (404) 463-5043.

Electronic submissions should be sent to: wdcompliance@georgia.gov

1) Participant Information:

Name _____

Home Number _____

Address _____

Work Number _____

City, State, and Zip _____

2) Local Area Information:

Representative involved in the complaint _____

Email address of representative involved _____

Provide information of local area involved:

Name _____

Address _____

3) What is the most convenient time and place for us to contact you about this complaint?

4) Have you ever attempted to resolve this complaint at the local Level? ☐ No ☐ Yes

a. Have you been provided with a final decision at the local level regarding your complaint?

☐ No ☐ Yes

Date of final decision (if any) _____

Date you filed or attempted to file your complaint at the local level _____

FOR DISCRIMINATION ONLY – COMPLETE 5 THROUGH 13

5) To your best recollection on what date (s) did the discrimination take place?

Date of first occurrence _____

Date of most recent occurrence _____

6) Explain as briefly and clearly as possible what happened and how you were discriminated against. Please indicate who was involved. Be sure to include how other persons were treated differently from you. Also attach any written material pertaining to your case.

7) Basis of Complaint: Which of the following best describes why you believe you were discriminated against: (Check one)

☐ Race

☐ Religion

☐ Gender [] Male [] Female

☐ Disability

☐ Citizenship

☐ Other

☐ Color

☐ National Origin

☐ Age

☐ Political Affiliation

☐ Reprisal/Retaliation

8) What other information do you think is relevant to your complaint?

9) If this complaint is resolved to your satisfaction, what remedies do you seek?

10) Please list below any persons (witnesses, or others) that we may contact for additional information to support or clarify your complaint:

Name _____

Address _____

Telephone Number _____

11) Do you have an attorney?

☐ No ☐ Yes

If yes, please provide name, address and phone:

Attorney's Name _____

Attorney's Address _____

Attorney's Telephone Number _____

12) Have you filed a case or complaint with any of the following?

☐ Civil Rights Division, U.S. Dept of Justice

☐ U.S. Equal Employment Opportunity Commission

☐ Federal or State court

☐ Your State or local Human Relations/Rights Commission

13) For each item checked in #15 above, please provide the following information:

Agency _____

Date Filed _____

Case or Docket Number _____

Date of Trial or Hearing _____

Location of agency or court _____

Name of Investigator _____

Status of Case _____

Comment _____:

PLEASE NOTE THAT BY SIGNING AND SUBMITTING THIS FORM (ELECTRONICALLY OR VIA MAIL); YOU ARE ACKNOWLEDGING THAT ALL OF THE INFORMATION PRESENTED IS ACCURATE AND NOT FRAUDULENTLY REPORTED.

Print Name

Signature

Date

Table # 7.2

PRIORITY OF SERVICE FOR VETERANS AND ELIGIBLE SPOUSES

The Jobs for Veterans Act (P.L. 107-288) and its corresponding regulations (20 CFR Part 1010) specify that veterans and eligible spouses are identified as covered persons and are entitled to priority over non-covered persons for employment, training and placement services. This entails priority for enrollment in a program, as well as priority for participation in the full range of services available through the program. The U.S. Department of Labor's (USDOL's) vision, as communicated in Veterans Program Letter 07-09 and Training and Employment Guidance Letter 10-09, issued on November 10, 2009 (<http://wdr.doleta.gov/directives>), is that workforce programs will identify, inform and deliver comprehensive services to covered persons. Priority of service applies only to USDOL-funded programs and services.

Priority of service requires that covered persons must be served prior to non-covered persons. Covered persons must still meet all eligibility and program requirements, where they exist. Individuals who are covered persons must be served by **any available staff** ahead of non-covered persons. Each customer must be asked, when first accessing services, if he or she is a veteran or eligible spouse. Individuals who identify themselves as covered person are not required to verify their status as veterans or eligible spouses at that point of service entry, unless they immediately undergo eligibility determination and formal enrollment into a program: For services that do not entail eligibility determination (e.g., core services), staff should deliver all appropriate services upon request.

For priority of service purposes, a covered person is a:

- 1) Veteran – an individual who has served **at least one day** in active military, naval, or air service, and was discharged under “other than dishonorable” conditions. This includes full-time duty in the National Guard or a Reserve component, except full-time duty for training purposes.

Note that this is the WD definition of veteran (at least one day of active military service), not the definition used for LVERs and DVOP staff to provide services (at least 180 days of active military service).

- 2) Eligible spouse – the spouse of:
 - a. Any veteran who died of a service-connected disability;
 - b. Any member of the Armed Forces serving on active duty who, at the time of the spouse's request for priority has been listed for at least 90 days as: missing in action; captured in line of duty by the hostile force; or forcibly detained or interned in line of duty by a foreign government or power
 - c. A veteran who has a total disability resulting from a service-connected disability (as determined by the Department of Veterans Affairs); or

- d. A veteran who died while a total disability, resulting from a service-connected disability, was in existence.

The Georgia Mountains Workforce Development office as well as the applicable partner agencies will post information in visible areas, conveying the office's intention to provide priority of service. Applicants may complete the Georgia Department of Labor Veteran/Eligible Spouse Priority of Service Information sheet. The completed sheet may be submitted to the appropriate intake personnel for review and if eligible, these individuals will be served ahead of non-

covered persons. Applicants will not be required to verify their status until they undergo eligibility determination and formal enrollment into a program. The following documents will be accepted as documentation of an individual's status:

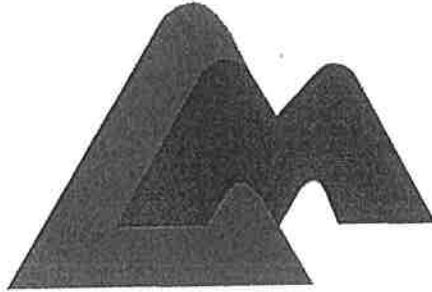
- a. DD214
- b. Office notice issued by the Department of Veterans Affairs establishing entitlement to a disability rating or award of compensation to a qualified dependent
- c. An official notice issued by the Department of Defense that documents veteran status or spousal rights
- d. An official notice issued by a state veterans' service agency that documents veteran status or spousal rights

Some programs, such as the Workforce Investment Act, are required by law to provide a priority or preference for a particular group of individuals, or require a program to spend a certain portion of program funds on a particular group of persons. For programs with this type of mandatory priority, local areas must determine that status of each individual veteran or eligible spouse and apply priority as follows:

- A. Program-eligible veterans and eligible spouses who meet mandatory or spending priorities, or who meet the area's applicable income eligibility requirements must receive the highest level of priority of service
- B. Program-eligible individuals who are not covered persons who meet mandatory or spending priorities or who meet the area's income eligibility requirements receive the second level of priority of service
- C. Veterans and eligible spouses outside the program-specific mandatory priority or spending requirements receive the third level of priority of service
- D. Non-covered persons outside the program-specified mandatory priority or spending requirements receive the fourth level of priority of service.

If there is a waiting list for services, veterans and eligible spouses will be selected first to receive the service, provided the covered person has been determined eligible and is qualified for the service.

GEORGIA MOUNTAINS REGIONAL COMMISSION




FY 2014

Financial Budget & Work Scope

Adopted and Approved on June 27, 2013


Sam Norton, GMRC Council Chairman


Mike Berg, GMWD Chief Local Elected Official


Georgia Mountains Regional Commission
1310 W. Ridge Road
Gainesville, GA 30501
(770) 538-2626 Fax (770) 538-2625

VIII. Plan Attachments

Attachment A: Area Sites and Services

Please complete and submit matrix.

Attachment B: Memoranda of Understanding/Resource Sharing
Agreements

Please submit a sample Memorandum of Understanding/Resource Sharing Agreement from one comprehensive One-Stop here.

NOTE: Accurate, complete, and current agreements must be available for review upon request and during onsite program reviews.

Attachment C: Performance Worksheets

NOTE: Instructions for estimating performance levels for PY 2012 will be transmitted to local areas in a separate memo.

Attachment D: Local Area Assurances

The attached local assurances were developed to address provisions of the Workforce Investment Act and the Final Rule. By virtue of signatures with submission of the plan, the local area agrees to abide by these provisions.

Attachment A

Area Sites and Services

List the name, address and phone number of each comprehensive WIA service site. It is not necessary to list affiliate/single partner locations. For each comprehensive site, specify the lead partner or One-Stop operator in bold type, followed by the other partners that provide services at that site. In the third column, indicate the major services (e.g. career counseling, assistance with training, Rehabilitation Services, UI, employment services, etc.) provided at that site by the partners specified in the second column. Add rows for additional sites as needed.

Area Sites and Services		
Comprehensive Service Site(s)	Lead Partner/One-Stop Operator / Other Partners	Major Services Provided by Each Partner
<u>Gainesville Career Center</u> 2756 Atlanta Highway Gainesville, GA 30504 (770) 535-5484	GDOL Rehabilitation Services DTAE WIA Job Corps	Wagner Peyser, UI/DOL All RS services Assistance with training/re-training, career counseling Assessments/Training Job Corps services
Additional Service Sites	Lead Partner/One-Stop Operator / Other Partners	Major Services Provided by Each Partner
<u>Habersham Career Center</u> 215 Hodges Street, Suite 205 Cornelia, GA 30531 (706) 776-0811	GDOL DFCS Rehabilitation Services	Wagner Peyser, UI/DOL All DFCS services All RS services
<u>Toccoa Career Center</u> 112 N. Alexander Street P.O. Box 520 Toccoa, GA 30577-0520 (706) 282-4514	GDOL DFCS Rehabilitation Services Jobs for All	Wagner Peyser, UI/DOL All DFCS services All RS services Human Development & Disability through UGA
<u>Lanier Technical College</u> P.O. Box 58 Oakwood, GA 30566 (770) 531-6300	Department of Technical and Adult Education	Assistance with training/re-training, career counseling, New Connections to Work, Georgia Fatherhood services, Career Placement services

<u>North Georgia Technical College</u> P.O. Box 65 Clarkesville, GA 30523 (706) 754-7700	Department of Technical and Adult Education	Assistance with training/re-training, career counseling, New Connections to Work, Georgia Fatherhood services, Career Placement services
<u>Legacy Link</u> 508 Oak Street, Suite 1 P.O. Box 2534 Gainesville, GA 30503 (770) 538-2650	Title V	Aging services
<u>Banks County DFCS</u> P.O. Box 159 Homer, GA 30547-0159 (770) 677-2272	DFCS	All DFCS services
<u>Dawson County DFCS</u> P.O. Box 867 Dawsonville, GA 30534-0867 (706) 265-6598	DFCS	All DFCS services
<u>Forsyth County DFCS</u> P.O. Box 21 Cumming, GA 30028-0021	DFCS	All DFCS services
<u>Franklin County DFCS</u> P.O. Box 279 Carnesville, GA 30521-0279	DFCS	All DFCS services
<u>Habersham County DFCS</u> P.O. Box 160 Clarkesville, GA 30523-0160 (706) 754-2148	DFCS	All DFCS services
<u>Hall County DFCS</u> 970 McEver Road Extension Gainesville, GA 30504-3964 (770) 532-5298	DFCS	All DFCS services
<u>Hart County DFCS</u> P.O. Box 518 Hartwell, GA 30643-0518	DFCS	All DFCS services
<u>Lumpkin County DFCS</u> 175 Tipton Drive Dahlonega, GA 30533-1139 (706) 864-1980	DFCS	All DFCS services

<u>Rabun County DFCS</u> P.O. Box 787 Clayton, GA 30525-0787 (706) 782-4283	DFCS	All DFCS services
<u>Stephens County DFCS</u> 1000 East Tugalo Street Toccoa, GA 30577 (706) 282-4505	DFCS	All DFCS services
<u>Towns County DFCS</u> P.O. Box 156 Hiawassee, GA 30546-0156 (706) 896-3524	DFCS	All DFCS services
<u>Union County DFCS</u> P.O. Box 220 Blairsville, GA 30514-0220 (706) 745-2931	DFCS	All DFCS services
<u>White County DFCS</u> 1241 Helen Highway, Ste. 200 Cleveland, GA 30528-0455 (706) 865-3128	DFCS	All DFCS services
<u>DRS – Cleveland Hub</u> 243 S. Main Street Suite B Cleveland, GA 30528 (706) 865-9535	Division of Rehabilitation Services	All RS services
<u>DRS – Cumming Hub</u> 100 Colony Park Drive Suite 204 Cumming, GA 30040 (770) 781-6781	Division of Rehabilitation Services	All RS services
<u>DRS – Gainesville Hub</u> 2756 Atlanta Highway Gainesville, GA 30504 (770) 535-5468	Division of Rehabilitation Services	All RS services
<u>Ninth District Opportunity</u> 308 Spring St. SW Gainesville, GA 30501 770-532-3191		Case management services, employment services, budget counseling and development, housing assistance and weatherization, nutrition, health awareness, smoke detectors, medicine, and emergency assistance

Attachment B

Memoranda of Understanding and Resource Sharing Agreements

Include Sample Memorandum of Understanding/Resource Sharing Agreement from one comprehensive One-Stop

Note: Accurate, complete, and current agreements must be available for review upon request and during onsite program reviews

Attachment B

MEMORANDUM OF UNDERSTANDING

ESTABLISHING ONE-STOP CONSORTIA

PURSUANT TO THE

WORKFORCE INVESTMENT ACT OF 1998

1. This **Memorandum of Understanding (MOU)** is entered into by the partnering agencies offering services and contributing resources through the Area 2 Georgia Mountains Workforce Consortium.
2. **DURATION:** This MOU shall remain in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA) or in accordance with this section.

Any party may withdrawal from this MOU by giving written notice of intent to withdraw at least 90 calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given the Chairperson of Area 2 Georgia Mountains Workforce Consortium (Entity 1) and the Georgia Mountains Workforce Investment Board (Entity 2).

Should any Party withdraw, this MOU shall remain in effect with respect to other remaining Parties.

3. **MODIFICATION AND ASSIGNMENT:** This MOU may be modified at any time by written agreement of all parties.
4. **MISSION STATEMENT:** This mission statement for the Area 2 Georgia Mountains Workforce Consortium is:

To advance the economic well-being of the area by developing and maintaining a quality workforce. This is to be achieved through the co-location and integration of employment, training, education and economic development services for job seekers, workers, and employers.

5. **ATTACHMENTS:** The following attachments are included in this MOU:
 - A. **CONFIDENTIALITY:** The parties agree to honor the Confidentiality Information /Release Form included as Attachment A. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the parties collecting, receiving, or sharing information.

- B. **CROSS REFFERAL:** The parties adopt the cross-referral arrangements **ATTACHMENT B**, which also include by reference cross-referral arrangements win the local WIA plan, including modifications thereto.
 - C. **RESOURCE SHARING:** The parties agree to share resources in accordance with **ATTACHMENT C**, Resources Sharing Agreement. It is expressly understood that this MOU does not constitute a financial commitment, but rather intent to commit specific resources in the future as the parties' allocations and budgets are known and the one-stop system evolves. The One-Stop system is a work in progress and its costs and the partners' resource contributions will not remain static from month to month or from year to year.
 - D. **GOALS AND OBJECTIVES:** The parties agree to the Goals and Objectives listed in **ATTACHMENT D** for the Area 2 Georgia Mountains Workforce Consortium One-Stop System and the Georgia Mountains Workforce Investment System as agreed to by the Georgia Mountains Workforce Investment Board (WIB).
 - E. **BY-LAWS:** The parties agree to the By-Laws in **ATTACHMENT E**.
 - F. **LOCATIONS:** The parties agree that One-Stop services will be provided during the indicated house of operation at the locations included in **ATTACHMENT F**. In addition, services may be provided at events such as Job Fairs, Promotional events, etc.
 - G. **SERVICES:** The parties agree to the Matrix of Services included as **ATTACHMENT G**.
 - H. **ADDITIONAL ATTACHMENTS:** More specific resource sharing arrangements or financial agreements may be executed from time to time. If those additional agreements reference this MOU, they shall be considered additional attachments.
- 6. **LIABILITY:** The parties acknowledge that the Georgia Mountains Service Delivery/Area/Workforce Investment Board has not responsibility and/or liability for any actions of the Area 2 Georgia Mountains Workforce Consortium/One-Stop System Partners and its employees, agents, and/or assigns. Likewise, the parties have no responsibility and/or liability for any actions of the Georgia Mountains Service Delivery Area/Workforce Investment Board and its employees, agents, and/or assigns.
 - 7. **DISPUTES:** The parties shall first attempt to resolve all disputes informally. Any party may call a meeting of all parties to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to a full meeting of the Area 2 Georgia Mountains Workforce Consortium/One-Stop System. Should the local Area 2 Georgia Mountains Consortium/One-Stop System fail to resolve the dispute, it shall be referred to the Chair of the Georgia Mountains Workforce Investment Board who shall place the dispute on the agenda of regular or special meeting of the WIB or its Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute.
 - 8. **SEVERABILITY:** If any part of this MOU is found to be null and void, or is otherwise stricken, the rest of this MOU shall remain in force.
 - 9. **AUTHORITY AND SIGNATURES:** The individuals signing below have the authority to commit the party they represent to the terms of this MOU, and do so commit by signing.

SIGNATORY PAGE

Area 2 GEORGIA MOUNTAINS WORKFORCE CONSORTIUM

MEMORANDUM OF UNDERSTANDING

CONFIDENTIALITY/INFORMATION RELEASE

Each Consortium member agency will honor requests for information by other Consortium members for shared customers.

Each Consortium member agency agrees to keep all information shared between the Consortium confidential in accordance with applicable laws and regulations.

Area 2 GEORGIA MOUNTAINS WORKFORCE CONSORTIUM

MEMORANDUM OF UNDERSTANDING

CROSS REFERRAL ARRANGEMENTS

Individuals seeking core, intensive, and/or training services may be referred to the One-Stop Center(s) or to an affiliate/partner site. If an individual seeks specialized services at a One-Stop Center rather than the partner's site, information on and arrangement for services should be made available to him or her without referral to another location (based on staffing availability-Refer to Attachment G). Participants may receive referral to appropriate training and education programs that have the capacity to serve the participant or applicant either on sequential or concurrent basis.

Area 2 GEORGIA MOUNTAINS WORKFORCE CONSORTIUM

MEMORANDUM OF UNDERSTANDING

RESOURCE SHARING

The Resource Sharing Agreement provides the framework for key partner commitment as regard the allocation and sharing of operational costs and resources. The sharing of operation costs and resources are applicable as applied to the Georgia Mountains Local Area's comprehensive (on site) One-Stop system maintaining monthly overhead expensed to include occupancy, utility, telephone, technology maintenance, janitorial and security services.

- A. Partners are committed to working out an Agreement regarding Resource Sharing which shall subsequently be made part of the MOU.
- B. The One-Stop system is a work in progress, and its costs and the partners' resource contributions may be adjusted as needed. For example, a partner may request assistance with payment of facilities costs. Any adjustments to the resource sharing agreement listed above would come before the Consortium for approval.

Area 2 GEORGIA MOUNTAINS WORKFORCE CONSOTIUM

MEMORANDUM OF UNDERSTANDING

GOALS AND OBJECTIVES

1. To empower job seekers/workers to actively achieve long-term economic self-sufficiency.
2. To assist employers in meeting their present and future workforce needs.
3. To provide information, referral, and services to job seekers/workers for economic self-sufficiency as appropriate.
4. To deliver services in the most cost-effective and efficient manner possible.
5. To assist the transition of students from school to work.

Area 2 GEORGIA MOUNTAINS WORKFORCE CONSORTIUM MEMORANDUM OF UNDERSTANDING BY-LAWS

The parties agree the Consortium is comprised of the following agencies:

Georgia Mountains Regional Commission, Georgia Department of Labor, Georgia Division of Family and Children Services, Georgia Division of Rehabilitation Services, *add agencies as appropriate such as a representative of tech schools, housing authority, etc. (keep group small)*

Each agency as listed below is entitled to one vote on business that comes before the consortium:

Georgia Mountains Regional Commission	1 Vote
Georgia Division of Family and Children Services	1 Vote
Georgia Division of Rehabilitation Services	1 Vote
Secondary Schools (one member representative)	1 Vote
Georgia Department of Labor	1 Vote
Legacy Link/Title V	1 Vote
Job Corps	1 Vote
Adult Education Literacy	1 Vote
Ninth District	1 Vote

A chairperson shall be elected by the Consortium who shall have signatory authority to the extent agreed upon by the Consortium.

A simple majority of four members shall constitute a quorum of the Consortium (*adjust as need based on the final number of agencies in the Consortium*)

Area 2 GEORGIA MOUNTAINS WORKFORCE CONSOTIUM

MEMORANDUM OF UNDERSTANDING

LOCATIONS

Georgia Department of Labor (Full Service One-Stop Site)

8:00 a.m. – 4:30 p.m. Monday through Friday

Excluding Holidays

Address:

Georgia Department of Labor (*)

Gainesville Career Center (Georgia Mountains One-Stop)

2756 Atlanta Highway

Gainesville, GA 30504

Phone: (770) 535-5484

Fax: (770)531-5699

Additional affiliate sites are under development by partner agencies. As they are implemented, this agreement will be modified.

The following core services are provided by One-Stop Partners in accordance with 20 CFR 662.240. These services may include service provision via appropriate technology, co-location of personnel, cross training of staff, or other agreements:

1. Eligibility Documents;
2. Outreach, intake and orientation to the One-Stop system;
3. Initial assessment of skill levels, aptitudes, abilities and support services;
4. Job search and placement assistance;
5. Employment statistics information
6. Provision of program performance information and cost information;
7. Information on local performance;
8. Information about the availability of supportive services, including child care; transportation and referral services;
9. Information on unemployment compensation claims;
10. Information on financial aid assistance for training/education opportunities in the area not funded via WIA;
11. Follow up services;
12. Information, to include remote access, which notifies customers or priority of services to ensure veterans and eligible spouses receive benefits;
13. In accordance with TEGL-5-03, veterans and spouses who are eligible are given priority of service.

The One-Stop delivery system provides services and activities pertaining to the following per 20 CFR 662.200:

1. Title I (WIA) adults and dislocated workers;
2. Title I (WIA) youth;
3. Title I (WIA) Job Corp, and migrant and seasonal farm-worker programs if these national programs are present in the area;
4. Veterans' workforce programs under Title I (WIA);
5. Wagner-Peyser Act Programs;
6. Title II (WIA) adult education and literacy activities;
7. Programs funded under Title I of the Rehabilitation Act;
8. Programs funded under Title V of the Older Americans Act;
9. Postsecondary vocational education activities funded under Carl D. Perkins Vocational Act and Applied Technology Education Act;
10. Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance activities;
11. Local veterans' employment representatives and disabled veterans outreach programs;
12. Employment and training activities under Community Services Block Grant and the Department of Housing and Urban Development if these programs are present in the local area;
13. Programs authorized under State employment compensation laws.

Attachment C

NEGOTIATED PERFORMANCE LEVELS UPDATED FOR PY2013

Adult	PY13 Target	80% Minimum
Entered Employment Rate	75%	60%
Employment Retention Rate	86%	68.8%
Average 6 Months Earning	\$13,000	\$10,400
Dislocated Worker	Y13 Target	80% Minimum
Entered Employment Rate	85%	68%
Employment Retention Rate	90%	72%
Average 6 Months Earnings	\$15,000	\$12,000
Youth	Y13 Target	80% Minimum
Attainment of Degree or Certificate	75%	60%
Literacy / Numeracy Gains	33%	26.4

Attachment D

Local Area Assurances

PY 2012

Local Workforce areas must ensure that area staff, contractors, and partners are accountable to all state and federal laws, regulations and policies. By signatures on the local Workforce Plan, the area assures the State that the following provisions will be met for PY 2012:

1. Policies and procedures will be developed for soliciting and contracting with training providers for adult and dislocated worker training services that are not part of the Individual Training Account (ITA) system. [WIA Sec. I 18 (b)(9)]
2. Policies and procedures will be developed for identifying and competitively procuring youth activity providers. Policies will include evaluation criteria used and desired program elements, as required by WIA. [WIA Sec. I 18 (b)(9)]
3. Memoranda of Understanding/**Resource Sharing Agreements (MOU/RSA)** have been established between the local Workforce Investment Board and: a) all required WIA partners; and b) other partners participating in the local One-Stop system. [WIA Sec. 118 (b)(2)(B)] **A sample MOU/RSA** will be considered part of the area's comprehensive WIA plan and **current, valid agreements** will be available locally for review upon request
4. Area staff, partners and subcontractors will comply with the nondiscrimination and equal opportunity provisions of the following laws:

Section 188 of the WIA, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I-financially assisted program or activity;

Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, and national origin;

Section 504 of the Rehabilitation Act of 1973 as amended, Americans with Disabilities Act of 1990, and Americans with Disabilities Act Amendments of 2008, which prohibit discrimination against qualified individuals with disabilities; The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and Title IX of Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

5. No funds received under the WIA will be used to assist, promote, or deter union organizing. [WIA Sec.181 (b)(7)]
6. The local Workforce Investment Board assures that all awards of federal and state funds shall be accounted for using generally accepted accounting principles, and treated in accordance with federal cost principles that apply to the type of entity receiving funds, including OMB Circular A-87 for units of state or local government; A-21 for institutions of higher learning; A-122 for private, non-profit organizations; and 48 CFR, Part 31 for private, for-profit organizations.
7. The local Workforce Investment Board assures that audits of covered organizations shall conform to the federal Single Audit Act and OMB Circular A-133.
8. The area's financial management system will satisfactorily account for and document the receipt and disbursement of all WIA funds. Further, effective internal controls in place will safeguard assets and ensure their proper usage (including property location and usage). [WIA Sec. 184 (a)(1)]
9. The local area's financial system will permit the tracking of program income and potential standing costs. [WIA Sec. 185 (f)(1)&(2)]
10. The local area will prepare and submit required financial reports in a timely manner, and WIA operations funded wholly or in part with state and/or federal funds will maintain financial and program records with all supporting documents for at least three years from the date of submission of the closeout reports for each program. [WIA Sec. 185 (e)(1)]
11. Any information or records concerning an individual or employing unit obtained by the Georgia Department of Labor in the administration of the Employment

Security Law or other federally funded programs for which the department has responsibility are, by law, private and confidential [O.C.G.A. 34-8-120 et seq.].

The area agrees to abide by all state and federal laws, rules, and regulations regarding the confidentiality of such records. There are criminal sanctions for unauthorized release of such information. The area further agrees not to divulge any private or confidential information concerning any individual or employing unit to any unauthorized person without the informed consent of both the individual employee and the related employing unit, or, when applicable, of a particular customer. The Georgia Open Records Act requires government agencies and their private contractors to allow inspection of "public records" by citizens who request such inspection [O.C.G.A. 50-18-70 et seq.]. Georgia

Department of Labor information and records on individuals and employing units described above are exempt from the disclosure requirements of the Georgia Open Records Act. The area agrees to fully comply with the Georgia Open Records Act, which may require a timely written response (within three days of the inspection request) denying inspection of such records and stating the applicable statutory authority for denying the request.

Local areas will comply with the security and privacy standards of Public Law 104-191 – the Health Insurance Portability and Accountability Act of 1996.

Veterans and eligible spouses will be provided priority in USDOL-funded services in accordance with the Jobs for Veterans Act (P.L. 107-288), (38 USC 4215) and Jobs for Veterans Act Final (20 CFR part 1010) published at 73 Fed. Reg. 78132 (December 19, 2008).

Migrant and seasonal will be provided the same range and quality of services as non-migrants, and equity of service will be afforded to migrant and seasonal farmworkers in all labor exchange services provided in the area. [20 C.F.R., Part 653]

Local areas will comply with section 101 of Public Law 109-149 which limits the salary and bonus compensation for individuals who are paid by funds appropriated to the Employment and Training Administration and provided to recipients and sub-recipients.

X. Business Plan

I. Executive Summary

The Workforce Investment Act is a U.S. federal law enacted in 1998 to replace the Job Training Partnership Act and certain other Federal laws relating to job training. The purpose of the act is to provide workforce investment activities through statewide and local workforce investment systems. The aim behind it is to increase the employment, retention, and earnings of participants, and increase occupational skill attainment by participants. The end goal is to improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the nation.

The Act authorizes the establishment of workforce investment activities for eligible youth and employment and training activities for adult and dislocated workers. It is carried out in partnership with state and communities. Workforce Investment Boards were established for carrying out these functions working in partnership with the local communities.

The implementation of an effective and integrated One Stop Workforce Delivery System has been a goal for the Georgia Mountains Workforce Investment Board (GWIB) since October 2011. The vision of integrated employment services to meet the needs of the adults, dislocated workers, in school and out of school youth in the 13 County area of Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union and White Counties. The plan to continue to meet the needs is outlined with input from the Consortium partners.

Period of Performance

This plan should commence on the date of execution April 2014 and will remain in effect until such parties modify or terminate the agreement.

Any party may withdraw from this plan by giving written notice of intent to withdraw at least 45 calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to all partners to this plan. Should any partner withdraw, this plan shall remain in effect with respect to the remaining partners until the Plan is duly executed or until the official end of the agreement.

Area 2 PROFILESⁱ

Encompassing approximately 3,500 square miles, the Georgia Mountains Region is located in the foothills of the Blue Ridge Mountains. The region is bordered by North Carolina to the north and South Carolina to the east, while other Georgia counties border the region to the south and west. At a total population of 627,333, the Georgia Mountains Regional Commission (GMRC) serves the following 13 counties: Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union, and White and 38 municipalities within these counties.

The Georgia Mountains Region has grown tremendously over the past several decades. In fact, the Georgia Mountains Region population growth exceeded both the state and national rates, and it appears that this trend will continue in future years. Much of the growth taking place within the region is occurring in areas where transportation corridors are present. Other migration factors can be attributed to individual economic factors, retirement population, and urban sprawl spillover from Metropolitan Atlanta.

The natural scenic beauty of the Georgia Mountains Region is one of its most important resources as is unique culture, heritage, and history. Topographically, over half the area is mountainous, with the remainder being rolling hills and fertile valleys. The highest mountain in the region and also the highest point in Georgia is Brasstown Bald (elevation 4,784 feet above sea level) located in Towns County. Nine of the thirteen counties have National Forest lands located within them. Approximately 492,000 acres of the Chattahoochee National Forest covers the northern section of the region.

The region is also blessed with many lakes and rivers, including the state's largest body of water, Lake Lanier, located on the Hall-Forsyth County line. The 38,500-acre lake was constructed between 1954 and 1957 by damming the Chattahoochee River in Buford, Georgia. Lake Lanier boasts over a million visitors each year and is the most visited U.S. Army Corps of Engineers lake in the United States. Another sizeable reservoir is Lake Hartwell, which was created on the Savannah River near Hartwell, Georgia in the southeastern portion of the region near South Carolina. Both lakes provide flood control, electrical power, major recreational facilities, and public water supply for a portion of the Georgia Mountains Region and a portion of metro Atlanta. In the northern part of the region, Lake Chatuge and Lake Nottely are operated by the Tennessee Valley Authority (TVA).

The Georgia Mountains Region has a diversified economic base in both domestic and international markets. There are many economic drivers in our region, including agricultural, automotive, industrial manufacturing, healthcare, and educational sectors, which provide a favorable business climate and environment. All of these factors enhance the quality of life and make the Georgia Mountains Region an ideal place to live and work.

The Georgia Mountains Region accounts for approximately one-third of the farm gate value of poultry in Georgia with a statewide economic impact through both packaging and transportation of poultry products. In fact, Hall County is referred to as the "Poultry Capital of the World".

The Georgia Mountains Region has proven to be a strategic site for advanced manufacturing. The core transportation network throughout the region, including Interstates 85, 985, and US Highway 441 transportation corridors, strategically locate and align the region for expanded business and industry in both domestic and international markets. The region is also part of a large automotive "cluster". The Interstate 85 corridor traversing the region serves as an important economic tool linking automotive plants for Mercedes in Alabama, Kia in West Point, and BMW in Spartanburg. As a result of this core network, many automotive manufacturers and suppliers are located in the region, such as ZF Industries, IMS Gear, TI Automotive, Bosal Industries, Kautex, and Tenneco, just to name a few. All of these factors position the Georgia Mountains to expand its presence as a significant player in the global economy.

At more than 1,000,000 square feet and a total employment of 850, Kubota Tractor Corporation has recently expanded its operations in Hall County, making it the home of the company's largest manufacturing plant. Production at this facility accounts for one-third of all Kubota-branded equipment sold in the U.S.

ZF Wind Power, LLC has recently begun production at a new facility that manufactures 16-ton wind turbine gear boxes. The company aims to produce 2,000 gear boxes per year. Employing 220 people, ZF Windpower represents a \$95 million investment in Hall County. This is in addition to the 200+ persons already employed in the German company's auto transmission factory, also located in Gainesville, Georgia.

Ritz Instrument Transformers expanded its U.S. presence by opening a new facility in Hartwell and employed 52 people. The company manufactures medium and low voltage instrument transformers at the Hartwell facility, which also serves as the company's the North American corporate and sales headquarters.

In addition to the aging population, business recruitment and retention for the region are dependent upon many social and demographic characteristics, and the availability of adequate healthcare is no exception. The region is fortunate to have a healthcare anchor in the Northeast Georgia Medical Center, located in Gainesville, Georgia. At a total employment of approximately 4,000, Northeast Georgia Health Systems, Inc. has generated more than \$1.03 billion in total economic impact for the region, according to a 2010 report from the Georgia Hospital Association. For the past seven years, Northeast Georgia Medical Center has been ranked the #1 heart hospital in Georgia. The Center was also ranked first in Georgia in gastrointestinal care and ten (10) other specialties.

As the population of the region increases, additional medical services are needed to meet the demand for specialty services. The Northeast Georgia Medical Center is currently in the design stages of a South Hall Medical Campus and Hospital. Situated on a 119-acre campus, project plans include a 100-bed hospital and medical office building. At a total investment of \$200 million, 500 new jobs will be created. The campus currently already consists of an urgent care center, outpatient services, including imaging, laboratory, and physical and occupational therapy.

On July 1, 2012, Ty Cobb Healthcare System, Inc. (TCHS), a non-profit healthcare organization based in Franklin County and serving the residents of rural Northeast Georgia, opened a new state-of-the-art 144,000 square foot, 56-bed regional medical center. Named after baseball legend Ty Cobb, who hails from Franklin County, the Ty Cobb Regional Medical Center will offer patients and physicians a modern healthcare facility that will enhance the quality of care and strengthen the delivery of services. The new hospital will provide the region with specialty health services not currently offered in the region, such as cardiology, neurology, etc. At a total investment of \$70 million, TCHS retained 350 jobs and created 25 new jobs at the new hospital facility. In addition, a \$22 million Medical Office Building (MOB) was constructed and created an additional 25 jobs.

The region's workforce is considered one of its most competitive business assets. A skilled workforce is critical to economic development in the region. The Georgia Mountains Region is home to seven (7) public and private colleges and universities, and two (2) technical colleges, which also have satellite campuses. Lanier Technical College is home to the Georgia Center of Innovation for Manufacturing Excellence for technologies in automation, controls, and robotics. The newly formed University of North Georgia (a merger

of Gainesville State College and North Georgia College and State University in Dahlonega, GA) will be a huge economic driver for workforce development in the region. By creating a regional university with satellite campuses in both Gainesville and Cumming, the workforce development needs of the region will be better addressed for enhanced economic and community development.

According to a June 2011 report from the Selig Center for Economic Growth – University of Georgia's Terry College of Business, the regional economic impact from North Georgia College and State University was over \$230 million and accounted for 2,462 jobs in a six-county area. In addition, the economic impact of Gainesville State College reached \$204 million in 2010 and generated approximately 2,250 full and part-time jobs.

A reliable and robust broadband network is one of the leading infrastructure requirements from businesses and industries competing in the global economy. Global pressures, competitive challenges, reduced budgets, increased service needs, and greater expectations for quality all focus attention on the need for broadband for economic development both locally and regionally. Recently, a 501(c)(3) was established to serve an eight-county area, including Dawson, Forsyth, Habersham, Lumpkin, Rabun, Towns, Union, and White counties and is known as the North Georgia Network (NGN). The NGN is building a core fiber optic network from Atlanta through North Georgia, and construction is expected to be completed by December 2012.

Recently, the Joint Development Authority (JDA) of Franklin, Hart, and Stephens Counties, in collaboration with the JDA of Banks, Habersham, and Rabun Counties, was awarded funding to build a fiber optic backbone network, hereinafter referred to as North East Georgia Network (NEGN), which will provide broadband service throughout the six-county area for economic development and growth. The JDA has identified the core network route and the proposed project will serve to interconnect with the existing and neighboring North Georgia Network (NGN) routes, and other points of presence. The core network consists of approximately 125 miles throughout the six-county region. Of the 125 miles, the JDA identified two priority projects consisting of a total of 65 miles of new fiber optic construction or Indefeasible Rights of Use (IRU).

The potential regional impact of the proposed fiber optic ring through the Georgia Mountains is immense. Broadband serving the area will be a catalyst for improving economic development with enhanced education, healthcare, workforce development, business expansion and recruitment, helping to create and/or retain direct and indirect jobs.

Vision and Goals

Provide the vision for the LWIA's system and list the goals that have been established to achieve the vision. These goals should incorporate LWIA Board votes and activities that set forth LWIA policy for the area. Review and incorporate the priorities from the 2011-2012 Georgia Competitiveness Initiative (view report: www.georgiacompetitiveness.org), statewide effort to encourage employment within the skilled trades (a.k.a. Go Build Georgia, see: www.gobuildgeorgia.com), and any and all recent local economic development trends. Refer to USDOL ETA's National Strategic Directions (TEGL 13-06) to address local vision and goals, as appropriate.

A strategic planning session was held on December 7, 2011 with members of the Georgia Mountains Area 2 WIB. Cooperation & Collaboration, Job Seeker Skills, Public Awareness and Board Development

Committees were formed. The following recommendations were made by the committees and approved by vote of the Georgia Mountains WIB.

Georgia Mountains Workforce Development Mission Statement

To achieve sustainable economic growth & individual self-sufficiency by developing, sustaining and promoting employment resources & opportunities for all job-seekers & employers through community partnerships.

Cooperation & Collaboration

Success Vision

- Employment opportunities and services for job applicants are easy to locate and accessible to the public;
- Job seekers have the necessary tools to prepare themselves for employment opportunities in the current job market and the ability to utilize these tools;
- Total provider cooperation to further enhance collaboration and enhancement of all WIA programs;
- High awareness of WIB mission and services continuum among job seekers and employers;
- Ideally, a level of "full employment" would be reached in our area where all eligible employees are able to find work which pays them an enhanced wage to adequately support their household.

Goals

- Open communication among all agencies and resources to better collaborate and improve services to clients in our area;
- Identify service gaps to eliminate possible weaknesses in the program allowing for better service to the area as a whole;
- Enhance target services focusing on both the unemployed and underemployed; youth, both in school and out; dislocated workers; and On-the-Job Training.

Strategies

- Develop a comprehensive inventory of services available to potential employees and employers ;
- Increase agency administrators' awareness of employment and training (WIA) services by increasing visibility and communication.

Job Seeker Skills

Success Vision

- Job applicants will be trained in a determined growth and demand occupation leading to a secure position with financial stability and a higher median income.
- All eligible job seekers are fully employed reducing the real unemployment rate, taking into account both underemployed and discouraged individuals no longer looking for work.

- An increase in summer youth jobs is evidence that youth are benefiting from the real world experience and counseling received during Summer Work Experience and more worksites will be willing to work with our program.
- Encouraging clients to make earning a high school diploma or GED a priority ensures that potential employees are aware of the greater opportunities and advancements when they hold a degree.
- A high school diploma provides assurance to the employer that the applicant has met certain basic education standards. By focusing on a higher graduation rate, we are bettering the future workforce.

Goals

- Job-seekers receive education and training in a specialized field making them attractive to employers requiring specific industry needs.
- Partner with local businesses to create a large number of jobs for Summer Work Experience.

Public Awareness

Success Vision

- The WIB is recognized throughout the area as the voice of workforce development. When media representatives seek an expert opinion concerning issues related to the workforce, they contact the WIB Chair. Employers and job-seekers alike come to the One-Stop for service and are well-pleased with results.

Goals

- Create a positive "name recognition" for the WIB and its activities/programs in order to increase visibility and promotion through word of mouth in our communities.
- Cultivate the support of local news media making certain that our programs name and benefits stay in the public eye.
- Ensure that employers are aware of the benefits that they receive through WIA, from a skilled workforce to on-the-job training.

Strategies

- Develop a broad multi-media campaign:
 - PSA's, articles, & flyers making general information easily accessible.
 - Develop an infomercial to air on access channels of Technical schools and Universities we partner with that will appeal to a large group of our target audience- students who are currently in school and motivated to graduate and enter the workforce.
 - Work with the Chamber of Commerce to become a trusted source for businesses to turn to when looking for potential employees.
 - Civic Clubs have the mission of giving back to the community and raising public awareness for programs like Workforce Development.

- Provide information to governments increasing program transparency and gathering public opinion to help shape the program.
- Target high school juniors and seniors to provide information on our services and assistance we provide in obtaining a postsecondary education.
- Local law enforcement comes into contact with eligible individuals with specific needs on a daily basis that could use our services.
- Both DFACS & Foster programs could direct their clients to us if they are looking to start a new career, retrain, or enter school for the first time.
- Many local churches run programs reaching individuals who want to better themselves but may not have the resources- sending these individuals to Workforce Development will allow them access to these services.
- Individuals who are visiting their local DOL or Career Center are also in our target market since they are often looking to upgrade their current skill level or retrain in a new career.
- Host educational classes to filter program information to the community in a clear, accessible way.
- E-mail “blast” through Chamber of Commerce, keeping businesses informed with up-to-date information on current services.
- Establish a PR person who handles communication with all media outlets ensuring that information is communicated in a correct, timely, and clear manner to both participating and potential clients and employers.
- Develop an educational campaign through Chamber of Commerce showing potential employers the benefits of partnering with Workforce Development.

The Mission Statement will be accomplished by the enacting of leadership for workforce development to create a strong workforce aligned with employer needs.

The following list of values will guide the GWIB and staff in all decisions.

- Accountability
- Collaboration
- Communication
- Compassion
- Customer Focus
- Innovation
- Integrity
- Participation
- Quality Focus
- Respect

- Strong Leadership
- Transparency

The GMWIB will respond to existing and future needs of businesses to produce a more skilled workforce. The delivery system will be an integral part of the economic and community development initiatives for the region. The vision of the GMWIB is to have and promote a well-trained, well educated, highly skilled and qualified workforce that is actively engaged in lifelong learning and fulfilling the needs of local employers. This workforce will be critical to the attraction and retention of successful business and economic development. The workforce development system will ensure that employers, educators, job seekers and workers work together to promote economic development throughout the GMWIB area.

II. Management Plan

a. Management Structure

Georgia Mountains Workforce Development Chief Local Elected Officials Structure (CLEO)

Georgia Mountains Workforce Development consists of 13 Counties represented by a County Commission Chair or appointed Commissioner by Commission Chair from each county: (see Table # 2.1)

- Banks County
- Dawson County
- Forsyth County
- Franklin County
- Hall County
- Habersham County
- Hart County
- Lumpkin County
- Rabun County
- Stephens County
- Towns County
- Union County
- White County

Georgia Mountains Workforce Development Local Board Structure (WIB)

Membership includes:

- 30 member representation from all 13 Georgia Mountains Counties
 - Minimum allowable membership of 51% private sector industry
 - Members serve on 3 year rotating basis

Structure

- Chair must come from the private sector
 - Nominated and voted on by WIB
- Vice-Chair must come from the private sector
 - Nominated and voted on by WIB
- Secretary and Treasurer
 - Nominated and voted on by WIB
- WIB Committees
 - WIB Executive Committee consists of:
 - GMWIB Chair
 - serves two year term or length on WIB whichever first
 - GMWD Vice-Chair
 - serves two year term or length of WIB whichever first
 - GMWIB Secretary and Treasurer
 - serves two year term or length of WIB whichever first
 - Committee Chairs

Funding

Funding resources

- USDOL grants Adult, Youth, Dislocated and Rapid Response funding to
 - Georgia Governor's Office of Workforce Development grants formula funding to
 - Georgia Mountains Regional Commission

Financial and Program Oversight

Budget must be approved by

- GMWIB votes to approve the budget and move it forward to GMRC Executive Committee;
- GMRC Executive Committee reviews budget and votes to approve or revoke;
- GMWIB Executive Committee reviews the budget and votes to pass it on to the full board;
- Georgia Mountains Board of Directors will final approval of the budget;
- Budget will be sent to Governor's Office of Workforce Development;
- 30 Day public review of budget posted on website.

Financial and Program Oversight

- Georgia Mountains Regional Commission Executive Director
- Georgia Mountains Regional Commission Finance Department
- GMWIB Executive Committee
- GMWIB
- Annual Governor's Office of Workforce Development Program Review
- Annual Georgia Mountains Independent Audit for sub-state and non-profit organizations
- USDOL Audit
- Quarterly Performance numbers from USDOL
- Georgia Mountains Regional Council

Core Services

The following core services are provided by One-Stop Partners in accordance with 20 CFR 662.240. These services may include service provision via appropriate technology, co-location of personnel, cross training of staff, or other agreements:

Eligibility Documents;

- Outreach, intake and orientation to the One-Stop system;
- Initial assessment of skill levels, aptitudes, abilities and support services;
- Job search and placement assistance;
- Employment statistics information
- Provision of program performance information and cost information;

- Information on local performance;
- Information about the availability of supportive services, including child care; transportation and referral services;
- Information on unemployment compensation claims;
- Information on financial aid assistance for training/education opportunities in the area not funded via WIA;
- Follow up services;
- Information, to include remote access, which notifies customers or priority of services to ensure veterans and eligible spouses receive benefits;
- In accordance with TEG-5-03, veterans and spouses who are eligible are given priority of service.

The One-Stop delivery system provides services and activities pertaining to the following per 20 CFR 662.200:

- Title I (WIA) adults and dislocated workers;
 - Title I (WIA) youth;
 - Title I (WIA) Job Corp, and migrant and seasonal farm-worker programs if these national programs are present in the area;
 - Veterans' workforce programs under Title I (WIA);
 - Title II (WIA) adult education and literacy activities;
 - Programs funded under Title I of the Rehabilitation Act;
 - Programs funded under Title V of the Older Americans Act;
 - Postsecondary vocational education activities funded under Carl D. Perkins Vocational Act and Applied Technology Education Act;
 - Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance activities;
- Local veterans' employment representatives and disabled veterans outreach programs;
- Employment and training activities under Community Services Block Grant and the Department of Housing and Urban Development if these programs are present in the local area;
- Programs authorized under State employment compensation laws.

Services to Adults

Intensive Services

These services are for individuals:

- who are unemployed and are unable to obtain employment through core services
- who have been determined to be in need of more intensive services in order to obtain employment or,
- who are employed, but who are determined to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency

Such intensive services shall be provided:

- directly through GMWD and Partners
- through contracts with service providers which may include contracts with public, private for-profit and private-non-profit service providers approved by the GMWIB

Such intensive services may include:

- comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools and in depth interviewing and evaluation to identify employment barriers and appropriate employment goals
- development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals
- individual counseling and career planning
- case management for participants seeking training service
- short term prevocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training

Training Services

These services are for individuals:

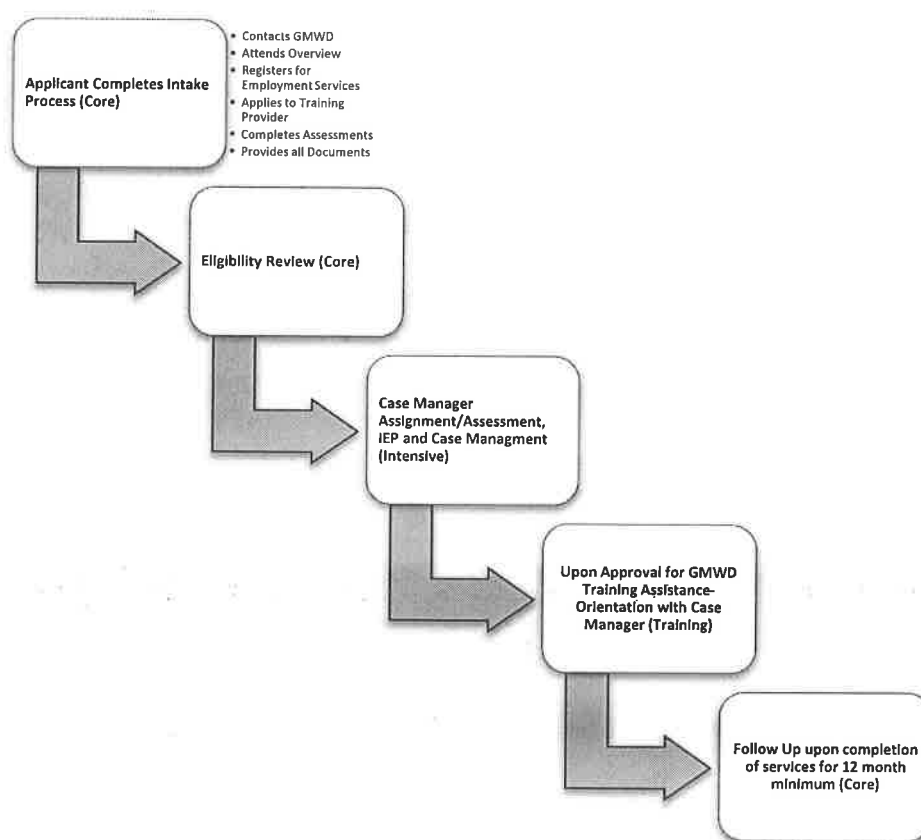
- who have met the eligibility requirements for intensive services and who are unable to obtain or retain employment through such services
- who after an interview, evaluation, or assessment, and case management, have been determined to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training services
- who select programs of training services that are directly linked to the employment opportunities in the local area involved
- who meet the qualification requirements, and
- who are determined to be eligible in accordance with the priority system established by the GMWIB, when applicable.

The Statewide Eligible Training Provider Listing (ETPL) will be made available to all individuals seeking training information with a description, performance and cost of the programs.

- on-the-job training
- programs that combine workplace training with related instruction which may include cooperative education programs
- skill upgrading and retraining
- entrepreneurial training
- job readiness training
- adult education and literacy activities provided in combination with services 1-7 described above, and
- customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training

Training services shall be provided in a manner that maximizes consumer choice in the selection of an eligible provider of such services. Training services shall be provided to eligible adults and dislocated workers through the use of Individual Training Accounts (ITAs), through which a participant chooses among qualified training providers with the exception of on-the-job training, customized training or where the GMWIB determines there are an insufficient number of eligible providers of training services in the local area involved to accomplish the purposes of a system of individual training accounts.

Training services shall be directly linked to occupations that are in demand in the local area. The GMWIB may approve training services for occupations determined by the local board to be in sectors of the economy that have a high potential for sustained demand or growth in the local area



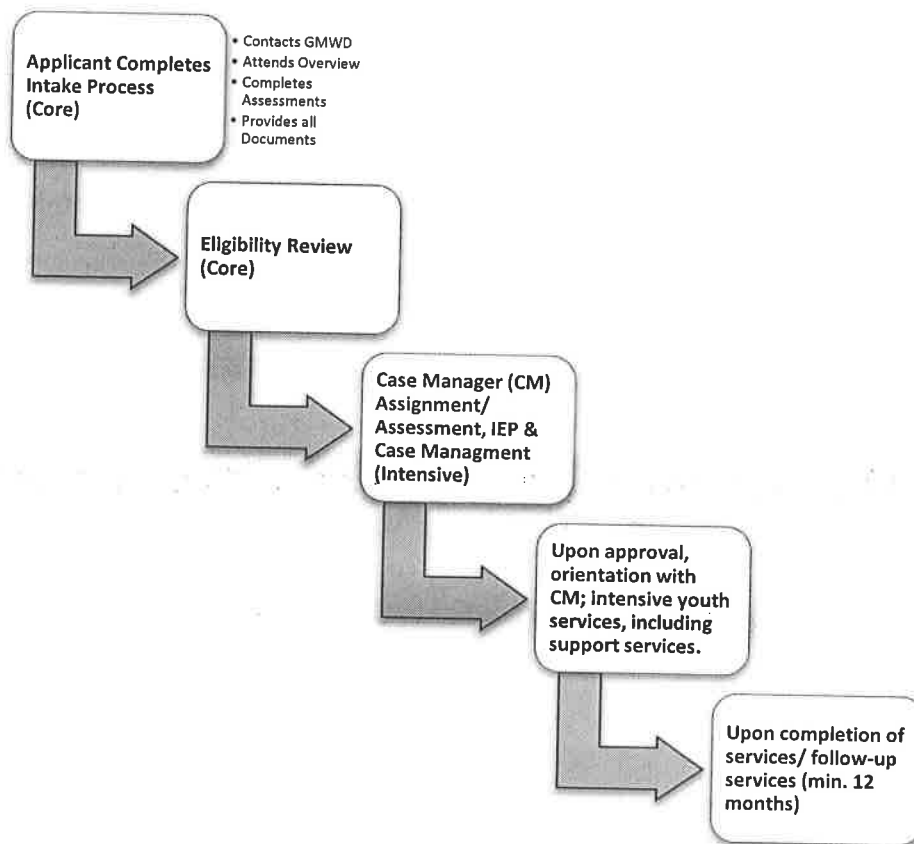
Services to Youth

GMWD will provide youth (ages 14-21) with:

- A full array of WIA applicable or appropriate services available the board or One Stop Partners and eligible providers
- Eligible youth will be provided information on how to seek and obtain:
 - Youth Transition Program
 - After School Program
 - Project Search

- In School Youth Service Track
- Job Information
- Guidance and counseling
- Summer Jobs
- Work Experience
- Independent Living Skills
- Referrals as appropriate Drug and Alcohol Counseling
- Life Skill Training
- Youth Transition Program
- Go Build Georgia Cooperation
- Region Youth Detention Center

GMWD Youth Process



INDIVIDUAL TRAINING ACCOUNTS

An individual determined eligible for WIA-funded training services may select an eligible provider from the Georgia Mountains Workforce Investment Board/STATE approved list in consultation with a GMWD representative located at Georgia Mountains Workforce Development Office located at 2481 Hilton Drive, Gainesville GA 30501.

Policies:

1. Training must be in occupations identified in the local WIA plan as growth and/or demand occupations or documentation of employment prospects for areas not listed in the Plan must be provided. Growth and Demand Occupation lists are subject to change at any time due to fluctuating economic conditions.
2. Training must result in an employment wage sufficient to maintain or increase income.
3. ITAs may be utilized for expenses related to training, including but not limited to the following: books, tuition and fees, general supplies, tools, uniforms and shoes, certification, licensing, testing fees, drug testing for entrance into training, medical requirements for training entrance, etc.
4. Funding limitations will be as follows:
 - (a) Up to \$6,000 in training costs, excluding support may be expended for each participant for the first year of training. (Effective for participants registered on or after 7/1/2014)
 - (b) For training that extends beyond one year, total training costs may not exceed \$10,000 excluding support. (Effective for participants registered on or after 7/1/2014)
 - (c) The total cost of training may exceed the available WIA funding limitations however customers must provide evidence that additional financial support is available to cover the total training cost. In a case where the total cost of training exceeds the available WIA funding limitations, customer funding will be utilized until the remaining training amount is within local area funding limitations. WIA supportive services may be paid during the time in which the customer funding is being utilized.
 - (d) Up to \$11,000 excluding support for a specialized Welding Program. (Effective 7/1/2014)

Target Population

- Offenders in Re-entry programs GMWD is partnering with Goodwill of North Georgia to provide the Training2Work (T2W) to eligible offenders. Initially, the program will serve 10 participants providing training and job placement.
- Veterans

GMWD continues to give Veterans priority and works with the GOWD, DOL Career Center Staff and Veteran's Agencies to provide the training Veterans need to transition back into the workforce.

2012 Georgia Mountains Workforce Development Job Titles and Duties

Name	Title	Job Description
John Phillips	Georgia Mountains WD Director	Provides administrative support to the Board by planning, developing, maintaining and administering the Plan, developing RFPs, proposes policies and procedures in compliance with the Act, designs and maintains local area website, participating in various training sessions/conferences, developing working relationships with area collaborative partner agencies and local businesses and other duties as required by the Board.
Becky Sievers	Director of Finance, GMRC	25% Prepares and maintains the annual budget. Reviews contracts and grants to insure compliance. Prepares financial information and reports for Executive Director and department heads. Prepares and submits monthly, quarterly, and annual financial reports to applicable funding agencies. Approves and processes all accounts payable.
Nona Turk	Billing Specialist	Provides financial management of all WIA funded activities, completes Financial Status Reports, processes customer support, completes bank reconciliations, processes training invoices and participates in annual review process, tracks ITA obligations and expenditures.
Cheryl Smith	Financial Assistant (Part Time)	Supports Billing Specialist with financial management of all WIA funded activities.
Diane Jackson	Administrative Assistant	Provides detailed administrative support to the program staff and to the Board, develops and submits training provider agreements, provides. Utilizes VOS reports database to provide Board with up-to-date performance information. Reviews Adult and dislocated worker files for program eligibility.
Open	Intake Program Assistant/Career Advisor/Data Entry	Provides detailed career assessment services to customers in the application process throughout the One-Stop system, administers the CAPS, CDM, TABE and SAGE. Coordinate overview sessions to Georgia Mountains 13 county area.
Ginger Little	Intake Manager	Provides detailed career assessment services to customers in the application process throughout the One-Stop system, administers the CAPS, CDM,

		TABE and SAGE. Enters customer information in VOS.
Dawn Bruce	Receptionist/Intake Services	Provides customer service to incoming customers. Supports Intake Manager with acceptance of all WIA funded applications. Orders and maintains supplies for office.
Diana Eddins-Wiggin	A/DW Supervisor	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers. Also provides supervision to other Adult/Dislocated staff.
Gloria Dodd	A/DW Case Manager	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers and utilizes VOS to enter customer information regarding customer credential/employment information.
Dan Thornton	A/DW Case Manager Rapid Response Coordinator	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers and utilizes VOS to enter customer information regarding customer credential/employment information. Manages and Rapid Response activities.
Wanda Payne	A/DW Case Manager	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers and utilizes Vostro enter customer information regarding customer credential/employment information
Matthew Oberholtzer	A/DW Case Manager	Provides comprehensive case management services to Adult and Dislocated Worker WIA funded customers and utilizes VOS to enter customer information regarding customer credential/employment information
Jessica Williams	Youth Supervisor	Provides comprehensive case management services to Youth services WIA funded customers, issues yearly RFPs as needed to secure additional services, coordinates Youth Council (members, meetings), applies for applicable grant dollars, coordinates with area partner agencies to ensure non-duplication of services, develops youth program in conjunction with youth performance standards to ensure compliance. Provides supervision to Youth Department staff.
Ebony Tucker	Youth Services Case Manager	Provides comprehensive case management services to Youth services WIA funded customers
Danielle Avelar	Youth Services Case Manager	Provides comprehensive case management services to Youth services WIA funded customers
Faith Bryan	Information Services Director	10%

		Provides technical assistance regarding computer hardware and software. Communicates with supervisors, employees, the public, and others as needed to coordinate work activities, exchange information, and resolve problems.
Andrea Newsom	Human Resources Specialist	50% Performs a variety of administrative duties, including payroll processing. Serves as Benefits Coordinator and assists in the coordination and scheduling of interviews. Coordinates and expedites activities among various agency departments regarding personnel issues.
Peggy Lovell	Executive Assistant	10% Types contracts; notarizes and processes contracts as well as other documents; develops and oversees contract files; Receives various forms, reports, correspondence, manuals, reference materials, or other applicable documentation. Reviews, completes, processes, forwards or retains as appropriate.
Marissa Smith	Administrative Secretary	15% Types, copies, mails, distributes letters and other correspondence; prepares or completes forms, reports, memos or other documents; assists in preparing monthly newsletter. Directs all calls and inquiries to the correct agency.
Niki Duncan	On the Job Training Coordinator	Markets the OJT program to the 13 counties supported by GMRC-WD. Coordinates OJT for customers of the Workforce Investment Act. Qualifies participants, assesses skill levels, and completes OJT plan with employers. Assists with follow up files for customers that have completed Workforce Investment Act training.
Whitney Williams	Adult Program Assistant	Coordinates Overviews, Job Fairs, and Technical School Information and updates Media Sites. Customer service provider. Follows up with customers and employers as needed to complete follow up.
Patrick Shuler	Youth Program Assistant	Maintenance of intake files including reviewing the files for accuracy. Assists customers in completing application processes. Updates files quarterly/by semester with grades, schedules, ITA reviews. Customer service provider. Follows up with customers and employers as needed to complete follow up.

Samantha O'Day	Youth Services Intake Assistant	Assists in implementation of all aspects of the area's youth program. Guide potential youth in the application process. Maintenance of intake files. Administers required assessments/ pre-requisites to eligibility determination. Upon completion of program updates service assignments and completion packets.
Micah Thomas	Mobile Training Unit Instructor	Promote, schedule, operate and maintain Mobile Training Units in support of WIA youth, Adult, Rapid Response and OJT programs in the 13 county GMRC service area. Provide employment oriented service to residents. Develop and present customer educational programs. Administer assessments. Assist with Intake and follow-up services
Keith Krauth	Mobile Training Unit Instructor	Promote, schedule, operate and maintain Mobile Training Units in support of WIA youth, Adult, Rapid Response and OJT programs in the 13 county GMRC service area. Provide employment oriented service to residents. Develop and present customer educational programs. Administer assessments. Assist with Intake and follow-up services

Employee Development

Employee Development is to be strongly encouraged

- Cross Training
- Attendance to Seminars and Staff Training Exercises;
- Using the Internet as a tool;
- Staff Sharing
- Working with other WIA's for training;
- Keeping up to date with all GOWD seminars and training
- Utilizing SETA Training
- Biweekly or as needed staff meetings.

III. Market Analysis for Georgia Mountains Workforce Development

a. Increasing Individual Customer Use of WIA Programs

Plans to increase enrollment

- GMWD is currently working to increase marketing in High Schools, Technical Schools and Community Outreach Programs. GMWD has begun this and is seeing more youth entering the programs at all levels.
- GMWD will continue to reach a portion of the population that is not served by the Career Centers with the Mobile Training Units allowing for many to complete customized resumes', apply for jobs or get services they would not get without access to the internet.
- Continue to work closely with Food Banks and Job Clubs to access a population in need of services.
- Continue to work with the judicial system trying to provide education to prevent recidivism.
- GMWD will continue to solicit other sources of referrals through Private Business, government branches, media, faith based organizations and civic organizations by constantly promoting the services provided by the GMWD.
- Keep using and updating Web Page and Facebook.
- Keep needed flyers and publications in schools and public arenas.

Coordination with Other Agencies

WIB Integration with Business and Economic Needs

Georgia Mountains Workforce Development staff partners and requests consultation on job needs within the Georgia Mountains WD area directly with:

- Georgia Department of Economic Development
- Local, county and regional economic development directors
 - GMWD sends bi-monthly e-mails announcing overview sessions
- Georgia Power, EMC and TVA Economic Development staff

- Local Chamber of Commerce
- Private Industry
- GDOL regional business committees
 - Hall County
 - GMWD staff monthly attendance
 - Stephens, Franklin and Hart County
 - GMWD staff monthly attendance
 - Union and Towns County
 - GMWD staff monthly attendance
- US Department of Commerce Comprehensive Economic Development Strategy committee
 - GMWD staff attends quarterly meetings
 - GMWD Staff authored education and workforce development for CEDS rewrite
 - Georgia Mountains WD staff has ongoing contact
- Job Fairs
 - GMWD attempts to staff a booth and provide the Mobile Training Unit at all area job fairs
- On the Job Training Program to meet the needs of the Georgia Mountains area

Customer Satisfaction Surveys

- Questionnaires distributed after information sessions and other workshops;
- Customer surveys at the time of WIA Orientation;
- Transition Interviews at Training Completion.

Core Services Identified by Workforce Investment Act

IV. Location, Facilities, Operations

- a. Georgia Mountains Regional Commission (Grant Recipient- Fiscal Agent)

1010 West Ridge Rd.
PO Box 1720
Gainesville, GA 30503

- b. Georgia Mountains Workforce Development Office

2481 Hilton Drive, Suite 8
Gainesville, GA 30501

- c. Gainesville Career Center (One Stop)

2756 Atlanta Hwy.
Gainesville, GA 30504

XI. Comprehensive Economic Development Strategy

EDUCATION/WORKFORCE DEVELOPMENT

Goal Statement: To promote education throughout the region while retaining the educated workforce. To attract and retain business and industry by promoting education and workforce development.

Strategies:

- 1) Lower the high school dropout rate
- 2) Retain graduates and the educated workforce within the region
- 3) Partner with local schools, businesses/industries and civic organizations to promote the importance of an educated workforce
- 4) Increase basic and technical skills
- 5) Help alleviate Unemployment and Underemployment in the Georgia Mountain Region
- 6) Provide additional resources when family support is lacking.

Strategy 1: Lower the high school dropout rate

Objectives:

1.1 The WIB and its Youth Council have authorized that 10 required program elements will be provided through the GMRC/WIB program office. The WIB provides services to local youth through program staff including a Youth Program Supervisor and Youth Services Case Managers. Additionally, WIB/GMRC contracts with individuals in different communities who work with WIB to provide services such as tutoring and administration of local programming. WIB youth program and contractor staffs provide the following services in-house:

- Application & eligibility determination
- Case management
- Summer & year-round work experiences
- Tutoring and study skills development
- Supportive services
- Job search placement assistance
- Leadership development opportunities
- Assessments
- Adult mentoring
- Job shadowing
- Workshops in work readiness development
- Follow-up services for 12-months after exit

1.2 To ensure that WIA funds are used as a gap filler rather than a sole funding source, WIB youth program staff adhere to the following process when a service is needed to meet a participant's Youth Individual Service Strategy:

- Service providers in the local community are surveyed to determine if the service is already being provided and if WIB can refer youth to the service. If the service is available, WIB youth program staff refer to the youth program and maintain contact with youth and service provider as a facilitator
- Youth programs will include an objective assessment of each youth's skill levels and service needs
- If the service is not available, WIB program staff develop programming to meet the need and then either carry out the programming in-house or contract for the service to be offered locally
 - Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies;
 - Alternative secondary school offerings;
 - WIB coordinates services with alternative schools in the local area. WIB may assist with tuition at Lanier Career Academy and Mountain Education Centers and may provide supportive services for youth participating in these programs.
 - Incentives are given for each credit earned for Credit Recovery.
 - Summer employment opportunities directly linked to academic and occupational learning
 - Other work experiences, including year-round work experiences, are offered for in-school and out-of-school youth. These work experiences are closely tied to academic goals such as increasing GPA, regular attendance and progress toward a GED or other goals.
 - Occupational Skill Training
 - Leadership development opportunities, which include community service and peer-centered activities encouraging responsibility and other positive social behaviors;
 - Supportive services
 - Adult mentoring for duration of at least twelve (12) months, that may occur both during and after program participation;
This service is provided in two ways:
 - WIB coordinates services with local groups who assign volunteer mentors to work with youth.
 - WIB staff and contractors serve as mentors to youth participants. Each youth participant has regular contact with a WIB youth program case manager who provides mentoring and other services. Additionally, youth participating in the summer work experience are mentored by summer counselors and worksite supervisors. Tutors and other contract staff also mentor youth with whom they work.
 - Follow-up services
 - Follow-up services are coordinated by WIB youth program staff. Follow-up services include regular contact, job search services including resume preparation, interview practice and opening search assistance, workshops on various topics, access to WIB events such as campus visits and leadership/volunteer activities

Strategy 2: Retain graduates and the educated workforce within the region

2.1 Strategies:

- Researching companies thoroughly, contacting them and noting their workforce needs;
- Networking locally and regionally to identify and target high-growth employers;
- Educating employers about how OJT training works

2.2 Business services offered through the WIA system include:

- Recruitment of job applicants
- Screening of job applicants
- Job Postings/Orders
- Job/Employee matching
- Skills Assessments
- Workshops
- Available space for employer interviews
- Labor Market Information
- Census Data
- Unemployment Insurance Information
- Job Fairs
- On-The-Job Training (under development)

Strategy 3: Partner with local schools, businesses/industries and civic organizations to promote the importance of an educated workforce.

Objectives:

The Youth Council is appointed by the Workforce Investment Board so that members represent the special interest of youth or expertise in youth policy. The Council also includes representatives of youth service agencies, parents/guardians of eligible youth who may be approved for assistance under Title I of the Workforce Investment Act, individuals who have been involved in youth activities including former participants, worksite supervisors, representatives from organizations who work directly with youth and beneficial members of the WIB. Members of the Youth Council are voting members of the Youth Council, and may or may not be members of the WIB.

3.1 Members of the Youth Council and the WIB include representatives from:

- | | |
|------------------------------|------------------------------|
| • Board of Education | • DFCS |
| • Job Corps | • Council of Juvenile Judges |
| • Ninth District Opportunity | • 4-H |
| • YMCA | • Youth Employers |
| • Junior Achievement | • Technical Colleges |
| • Housing Authority | |

3.2 Paid and unpaid work experiences, including internships and job shadowing;

- Job Shadowing experiences are offered (1) through a partnership with employers, schools and partner agencies during the school year and (2) through special events offered as part of the summer work experience.
- The WIB offers opportunities for youth to participate in volunteer activities at local Humane Societies and other organizations. Additionally, all youth are encouraged to participate in clubs, groups and activities offered through local schools.

3.3 WIB youth program staff members have coordinated their efforts with the following agencies to ensure that all 10 services are available and to maximize use of limited funds:

- | | |
|---|---|
| • Lanier Career Academy | • School-to-Work |
| • DFCS Regional and County Offices | • |
| • Family Connections | • District 2 Public Health |
| • Mountain Education Centers | • University of Georgia—Athens? |
| • Alternative Schools | • Rehabilitation Services |
| • The Technical College System of Georgia | • The West Avenue Home |
| • County Housing Authorities | • 9 th District Opportunity |
| • County Boards of Education | • Local Economic Development Organizations |
| • Lanier Technical College | • Jobs for Georgia Graduates—Dawsonville |
| • North Georgia Technical College | • Communities-in-Schools—Toccoa and Hartwell |
| • Junior Achievement | • Gainesville, Toccoa, and Habersham Career Centers |
| • Juvenile Justice | • Healthy Families—Northeast Georgia Medical Center |
| • Hall County Boys & Girls Club | |
| • Northeast Georgia Boys & Girls Club | |
| • Library Systems | |
| • County Chambers of Commerce | |

In addition to service agencies, WIB is committed to developing relationships with private businesses that assist in providing supervision and training to youth through work experiences. Several local businesses including J&J Foods in Gainesville and Metro Insurance Agency in Toccoa have participated in WIB youth programming as speakers and as mentors for youth participants. Developing strong relationships with local employers will remain a high priority for the WIB youth program.

3.4 All training must allow the customer to become self-sufficient. The following occupations have been determined to be growth and demand occupations for the area as of May 31, 2012:

- Accountant & Bookkeeper
- Administrative Assistant
- Automotive Mechanic
- Automotive Structural Repairer
- Bill & Account Collector
- Brick Mason
- CAD Operator
- Carpenter
- Cashier/Sales Clerk
- Child Development Assistant
- Certified Nursing Assistant
- CNC Machine Operators
- Construction Laborer
- Correction Officer
- Cosmetology
- Culinary
- Customer Service Representative
- Data Entry Technician
- Delivery & Route Truck Driver
- Dental Assistant & Dental Hygienist
- Dental Laboratory Technician
- Drafter
- Electrician
- Emergency Medical Technician
- English as a Second Language
- Instructor
- General Office Clerk
- Hand Packers & Packagers
- Heating/AC Technician
- Home Health Aide
- Hotel/Motel Management
- Human Service Worker
- Industrial Machinery Mechanic
- Industrial Truck & Tractor Operator
- Laborer (Warehouse)
- Large Truck & Tractor Trailer Driver
- Law Enforcement Officer
- Legal Secretary
- Licensed Practical Nurse (LPN)
- Maintenance Mechanic
- Management Trainee
- Manufacturing Machine Operator
- Mechanic & Repairer Helper
- Medical & Laboratory Technician
- Medical Assistant
- Medical Office Worker
- Medical Records Technician
- Medical Secretary

- Motorcycle Repair Technician
- Occupational Therapist
- Paralegal
- Pharmacy Technician
- Phlebotomist
- Physical Therapist
- Plumber, Pipefitter, & Steamfitter
- Quality Assurance Technician
- Radiological/X-Ray Technician
- Registered Nurse (RN)
- Respiratory Therapist
- Robotics
- Special Education Teacher
- Surgical Technician
- Surveyor
- Teacher
- Truck Driver, Heavy
- Vocational Education Teacher & Instructor
- Welder & Cutter

3.5 GMWD distributes information about Occupational Skills Training for Adults, Dislocated Workers and Youth throughout the Georgia Mountains Area.

- Sessions are conducted weekly in the Gainesville area and biannually in each of the other counties.
- Staff presents information at local Technical Colleges on New Student Registration Day to inform new students about GMWD.
- Information is sent out to partners in the Georgia Mountains Area: 9th District, The Housing Authority, DFACS, Legacy Link, etc. about Occupational Skills Training opportunities.

3.6 GMWD is developing an On the Job Training program.

- GMWD will work with businesses to train new employees to meet their skills requirement.

3.7 The GMWIB has approved a GED pilot program to work in conjunction with the Hall and Dawson County Courts.

- GMWD will assist 5 participants from each county that have been court ordered to pursue their GED.

7) **Strategy 4:** _____ Increase basic and technical skills

The Georgia Mountains Regional Commission has access to data to provide area demographics, needed labor market information, etc. for the Georgia Mountains Area. The WIB is holding public meetings in each county and with each Georgia Department of Labor Career Center Employer Committee in the Georgia Mountains region. The purpose of the meetings would be to gauge employment and training needs from employers, community members, and partner agencies the in the Georgia Mountains region.

4.1 Strategies: Basic Skills

- For youth and adults who do not have a high school diploma or GED, WIB encourages attainment of a GED by either offering supportive services such as daycare, transportation and meal support for regular attendance in a GED class or by enrolling the youth in a year-round work experience whose continuation is contingent upon regular attendance in the GED course.
- For youth and adults with a high school diploma or GED, WIB encourages attainment of diploma, degree or certificate that directly leads to employment in a high growth and demand occupation. Supportive services, assistance with tuition books may be offered. Additionally, youth may be offered a year-round work experience in the field they are studying to increase demand for the youth in the job market as a result of documented work experience.

4.2 Strategies: Technical Skills

- To better link employment with academic and occupational learning, WIB has developed an orientation to the summer work experience which includes 8 hours of work-readiness training as well as informal assessment of the youth and individualized goal setting for occupational skills. Through workbook activities and regular meetings with Summer Counselors the youth are assisted in making the linkage between academic learning and employment throughout the summer.
- Occupational skills' training is available through local technical colleges and other providers.
- WIB participants attending technical colleges in high growth and demand occupations may be eligible for supportive services. These services are also offered to youth in GED programs. Need and level of supportive services are determined on a case-by-case basis.
- For other youth, WIB coordinates with Job Corps to assist in education and employment programming.

8) **Strategy 5:** _____ Help alleviate unemployment and underemployment in the Georgia Mountain Region

Provide core services through the one-stop system, as well as provide intensive training services for program participants. Core services include: job search and placement assistance, including career counseling; labor market information identifying job vacancies, skills necessary for occupations in demand, and relevant employment trends in the local, regional and national economies.

Priority for training services will be given to residents of the Georgia Mountains area for adult, youth, and dislocated worker applicants. Services for dislocated workers will also be given to employees of companies whose place of employment is/was within the Georgia Mountains service area. Informational and core services will be available to all applicants, as applicable, regardless of residence. Residents of other service areas desiring training services, unless they are dislocated workers, will be referred to the WIB in their area. Exceptions to this policy may be approved on a case-by-case basis.

5.1 Dislocated Workers

Each Department of Labor Career Center employs a dislocated worker specialist who participates in the on-site dislocation activities in the region. These specialists, when possible, work with management, labor representatives, and the Rapid Response team to coordinate efforts to inform and bring workers the services they will need to either receive training and/or return to work at a similar or higher wage than they are currently earning. Most dislocated worker funds will be utilized to provide training opportunities and supportive services. Due to the high drop-out rate in the Georgia Mountains region, many of the dislocations occur among individuals who have low basic skills who will require additional, often extensive, education and training to find a position with an acceptable replacement wage. Georgia Mountains Workforce Development works with the local career centers in the coordination of activities of Rapid Response.

5.2 Veterans

The Georgia Department of Labor Career Centers employ Disabled Veterans Outreach Program Staff as well as Local Veteran Employer Representatives. All veterans will be identified upon entering or accessing the Career Centers and provided services at the core level. The needs-based approach will be used to identify veterans with special needs, i.e. disabled veterans, newly separated veterans, etc. and they will be subsequently referred to the DVOP or LVER for the appropriate services. All veterans who are pursuing employment will be registered in the State's Management Information System known as the Georgia Workforce System. Veterans with barriers to employment will be provided with the necessary initial assessment and the required documented intensive case management services. The workforce needs of veterans will be provided in the following order of priority:

- Special disabled veterans;
- Disabled veterans;
- Other eligible veterans; and
- Certain spouses and other eligible persons

Eligible veterans will also receive priority in all Georgia Department of Labor employment and training programs operating in the Career Centers.

Other examples of priority services will include the following:

- Referral of qualified veterans to new job openings, especially Federal Contractor job orders, prior to all non-veteran job referral activity;
- Job skills workshops for veterans;
- Job fairs for veterans;
- DOL websites promoting services to veterans;
- Job referrals via e-mail

Staff will monitor job order notification and referral processes for any activity that would prevent veterans the maximum exposure to employment and career opportunities. Staff members attend the annual Veterans Conference to promote the importance of being compliant in these areas.

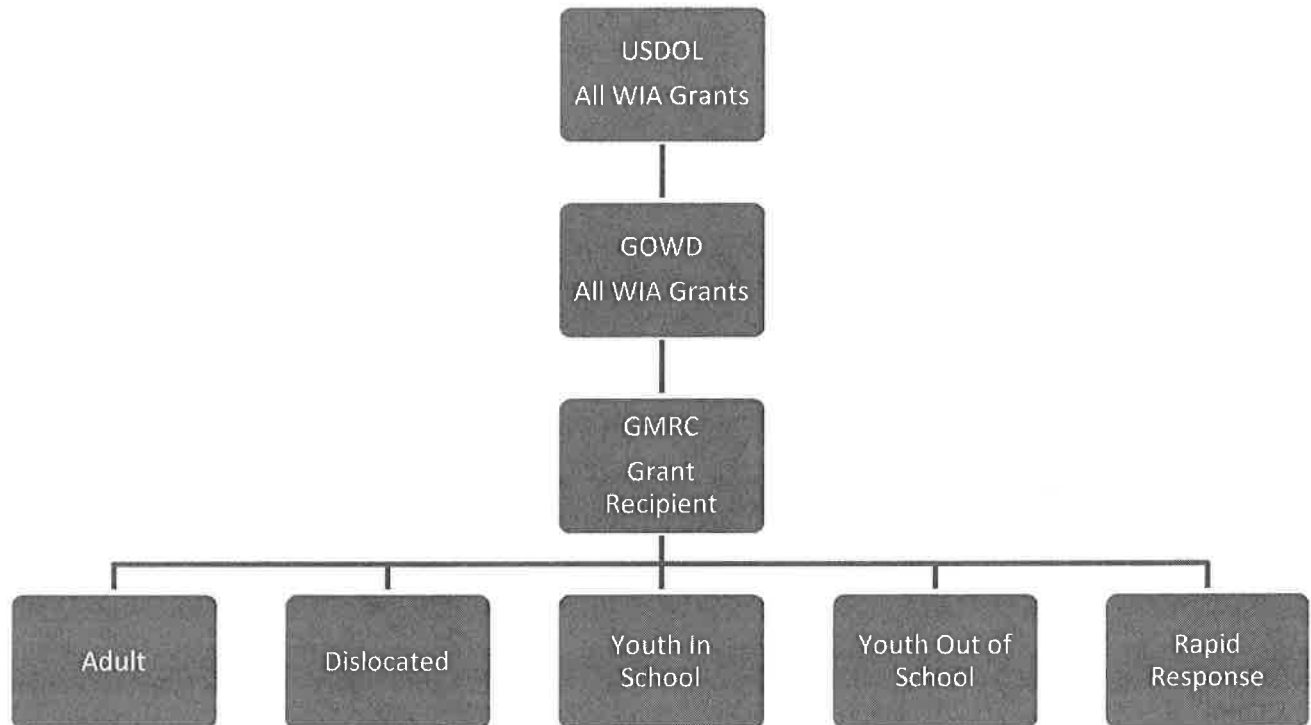
Strategy 6: Lack of family support

For in-school youth, WIB coordinates counseling services through school counselors and social workers. For out-of-school youth, WIB coordinates services for counseling with agencies such as Healthy Families, DFCS and Region 2 District Health.

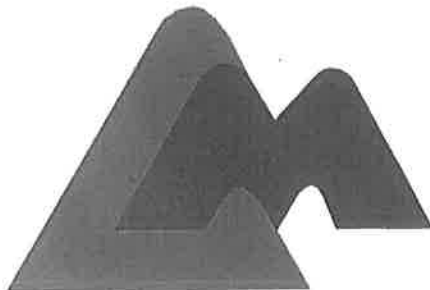
Adult mentoring for youth has a duration of at least twelve (12) months, which may occur both during and after program participation;

- WIB coordinates services with local groups who assign volunteer mentors to work with youth.
- WIB staff and contractors serve as mentors to youth participants. Each youth participant has regular contact with a WIB youth program case manager who provides mentoring and other services. Additionally, youth participating in the summer work experience are mentored by summer counselors and worksite supervisors. Tutors and other contract staff also mentor youth with whom they work.
- Drug and alcohol abuse referrals to counseling, as appropriate to the needs of the individual youth.

Table 12.1
Grant Flow Table



GEORGIA MOUNTAINS REGIONAL COMMISSION



FY 2014

Financial Budget & Work Scope

Adopted and Approved on June 27, 2013




Sam Norton, GMRC Council Chairman



Mike Berg, GMWD Chief Local Elected Official

Georgia Mountains Regional Commission
1310 W. Ridge Road
Gainesville, GA 30501
(770) 538-2626 Fax (770) 538-2625





**GEORGIA MOUNTAINS REGIONAL
COMMISSION**

July 1, 2013 - June 30, 2014

REVENUE

Grants - Federal / State	\$ 7,136,494	
Program Fees	113,128	
Local Contributions - Regional Dues	690,066	
Miscellaneous - Interest/other	<u>1,000</u>	
TOTAL REVENUE:		\$ <u>7,940,688</u>

EXPENDITURES

General Administration	\$ 398,845	
Econ. & Comm. Development Department	497,255	
Planning Services Department	374,997	
Information Services Department	140,048	
Workforce Development Department	3,610,325	
Workforce Development Fund Balance	<u>2,919,218</u>	
TOTAL EXPENDITURES:		\$ <u>7,940,688</u>

**GEORGIA MOUNTAINS REGIONAL
COMMISSION**

PROJECTED REVENUE FY 2014

Grants - Federal / State

Appalachian Regional Commission	\$ 122,738
Economic Development Administration	77,175
Georgia Dept. of Community Affairs-Plnng	157,999
Georgia Dept. of Community Affairs-GIS	54,120
Georgia Dept. of Natural Resources	
Georgia Dept. of Transportation - Planning	81,600
Environmental Protection Division	30,000
CDBG / EIP/ Other	83,319
USDOL / GOV Office of WD	6,529,543
	<u>\$ 7,136,494</u>

Program Fees

Economic & Community Development Dept.	\$ 16,700
Planning Services Department	30,000
Information Services Department	47,408
EDA Loan Program	19,020
	<u>\$ 113,128</u>

Local Contributions

Regional Dues	<u>\$ 690,066</u>
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Miscellaneous

Interest, other	<u>\$ 1,000</u>
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Grand Total	<u><u>\$ 7,940,688</u></u>
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Footnote: Projections are based upon best estimates as of budget preparation.
Subject to change due to projects or availability of funds.

GEORGIA MOUNTAINS REGIONAL COMMISSION

DIVISIONAL PROJECTED BUDGET FY 2014 REVENUES

REVENUES:	GENERAL ADMINISTRATION	ECON. & COMM. DEVELOPMENT DEPARTMENT	PLANNING SERVICES DEPARTMENT	INFORMATION SERVICES DEPARTMENT	WORKFORCE DEVELOPMENT DEPARTMENT	TOTAL
Federal	\$ -	\$ 275,482	\$ 111,600	\$ 7,750	\$ 6,529,543	\$ 6,924,375
State	-	-	157,999	54,120	-	212,119
Program Fees	19,020	16,700	30,000	47,408	-	113,128
Interest / Other	1,000	-	-	-	-	1,000
Local Contributions - Dues	690,066	-	-	-	-	690,066
TOTAL REVENUE	\$ 710,086	\$ 292,182	\$ 299,599	\$ 109,278	\$ 6,529,543	\$ 7,940,688

DIVISIONAL PROJECTED BUDGET FY 2014 EXPENDITURES

EXPENDITURES:	GENERAL ADMINISTRATION	ECON. & COMM. DEVELOPMENT DEPARTMENT	PLANNING SERVICES DEPARTMENT	INFORMATION SERVICES DEPARTMENT	WORKFORCE DEVELOPMENT DEPARTMENT	TOTAL
Personal Services	\$ 146,046	\$ 330,487	\$ 244,120	\$ 86,123	\$ 1,006,357	\$ 1,813,133
Operating Expenditures	162,311	18,578	21,414	15,307	2,555,316	2,772,926
Capital Expenditures	25,000	-	-	-	-	25,000
Indirect Cost Allocation: (44.84%)	65,487	148,190	109,463	38,618	48,652	410,410
TOTAL EXPENDITURES	\$ 398,845	\$ 497,255	\$ 374,997	\$ 140,048	\$ 3,610,325	\$ 5,021,470

OTHER FINANCING:

Operating Transfers From Other Funds	\$ -	\$ 205,073	\$ 75,398	\$ 30,770	\$ -	\$ 311,241
Operating Transfers To Other Funds	\$ 311,241	-	-	-	-	-
Total Other Financing	\$ 311,241	\$ -	\$ -	\$ -	\$ -	\$ -
Excess of Revenues & Other Sources Over (Under) Expenditures & Other Uses	\$ -	-	-	-	2,919,218	2,919,218
TOTAL:	\$ 710,086	\$ -	\$ -	\$ -	\$ 6,529,543	\$ 7,940,688

Footnote: Indirect Cost Pool is based on Percentage (44.84%) of Personal Services Workforce Development employees are not subject to indirect; only the RC employees that charge to the WIA program.

GENERAL ADMINISTRATION

PROJECTED BUDGET FY 2014 REVENUES

	GENERAL ADMINISTRATION
REVENUES:	
Federal	\$ -
State	-
Program Fees	-
Interest / Other	1,000
Local Contributions - Dues	690,066
	<hr/>
TOTAL REVENUE	\$ 691,066

PROJECTED BUDGET FY 2014 EXPENDITURES

	GENERAL ADMINISTRATION	
EXPENDITURES:		
Personal Services:		
Salaries	\$ 98,467	
Fringe Benefits	36,324	
	<hr/>	
Total Personal Services	\$ 134,791	
Operating Expenditures:		
Travel	\$ 8,100	
Equipment/Maintenance	-	
Supplies	6,500	*Attachment A
Contractual	20,000	
Other	124,993	**Attachment A
	<hr/>	
Total Operating Expenditures	\$ 159,593	
Capital Expenditures:	\$ 25,000	***Attachment A
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Total Direct Expenditures	\$ 319,384	
Indirect Cost Allocation: (44.84%)	\$ 60,440	
	<hr/>	
TOTAL EXPENDITURES	\$ 379,825	
	<hr/>	
Excess Revenues Over (Under) Expenditures	\$ 311,241	
Other Financing:		
Operating Transfers From Other Funds		
Operating Transfers To Other Funds	311,241	
	<hr/>	
Total Other Financing	\$ 311,241	
	<hr/>	
Excess of Revenues & Other Sources Over (Under) Expenditures & Other Uses	\$ 0	
	<hr/>	
Total:	\$ 691,066	

**ATTACHMENT A
GENERAL ADMINISTRATION
SUPPLEMENTAL INFORMATION**

***Supplies**

Computers	\$ 4,000	Genl
General Supplies/Board mtgs.	<u>2,500</u>	
	\$ 6,500	

****Other**

Board Meetings	\$ 5,000	GMRC monthly meetings
Facilities Rent	16,308	Office Building
Printing, postage, etc	450	
RC Assoc. Dues/other	6,000	State RC Association/other
Fund Balance	<u>97,235</u>	
	\$ 124,993	

***** Capital Improvements**

As needed	\$ 25,000	Building (htg/air,etc.)
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REVOLVING LOAN FUND

PROJECTED BUDGET FY 2014 REVENUES

	RLF ADMINISTRATION
REVENUES:	
Federal	\$ -
State	-
Program Fees	19,020
Interest / Other	-
Local Contributions - Dues	-
	<hr/>
TOTAL REVENUE	\$ 19,020

PROJECTED BUDGET FY 2014 EXPENDITURES

	RLF ADMINISTRATION
EXPENDITURES:	
Personal Services:	
Salaries	\$ 8,222
Fringe Benefits	3,033
	<hr/>
Total Personal Services	\$ 11,255
Operating Expenditures:	
Travel	\$ 500
Equipment/Maintenance	-
Supplies	80
Contractual	2,138
Other	-
	<hr/>
Total Operating Expenditures	\$ 2,718
Capital Expenditures:	<hr/>
Total Direct Expenditures	\$ 13,973
Indirect Cost Allocation: (44.84%)	<hr/>
	\$ 5,047
TOTAL EXPENDITURES	\$ 19,020
 Excess Revenues Over (Under) Expenditures	 \$ -
Other Financing:	
Operating Transfers From Other Funds	\$ -
Operating Transfers To Other Funds	-
	<hr/>
Total Other Financing	\$ -
Excess of Revenues & Other Sources Over (Under) Expenditures & Other Uses	\$ -
	<hr/>
Total:	\$ 19,020

**Georgia Mountains Regional Commission
Economic & Community Development Department**

FY 2014 Projected Work Scope

Appalachian Regional Commission

ARC funds support the Regional Commission (RC) staff delivery of technical assistance to 51 local government agencies. Although ARC assistance is not received directly by every community, this enables local governments to leverage funds to secure other sources. Technical assistance will be provided in developing regional strategies, objectives, plans, and programs. Grant writing and project development services will be provided to help secure funds for infrastructure, asset based development, education, and training program for local governments. This assistance will help ensure the goals of ARC to: increase jobs and per capita income, develop infrastructure, and build a highway system to reduce isolation. It is anticipated that in FY 2014, Regional Commission staff will provide assistance to six (6) different local governments for projects involving ARC funding.

Economic Development Administration

EDA funds will provide support for the RC staff to conduct economic development planning activities for the 13-county region. These activities will include: assisting communities with the development of infrastructure, particularly water and sewer systems, and Industrial Parks, which are all prerequisites to industrial and commercial development. It is anticipated that in FY 2014, Regional Commission staff will prepare one (1) EDA grant and provide administration if approved for additional income. In addition, the RC staff will prepare the update to the Comprehensive Economic Development Strategy (CEDS). This process includes conducting quarterly CEDS meetings and monthly Sub-Committee meetings in preparation of this document. RC staff will also participate in EDA trainings as necessary.

Georgia Department of Community Affairs:

Community Development Block Grants

CDBG funds will be used to administer the following four (4) grants: City of Cornelia Phase II and Phase III water projects, White County Senior Center, and the Union County Senior Center. It is anticipated that two (2) additional CDBG applications will be approved during FY 2014.

Community Development Block Grants – Employment Incentive Program

The RC staff will continue to administer one (1) CDBG-EIP grant for the Franklin County Road Improvement Project for the Ty Cobb Regional Medical Center Project. It is anticipated that RC staff will prepare two (2) additional EIP applications for funding in FY 2014.

OneGeorgia Authority

The RC staff will continue to administer three (3) OneGeorgia Authority grants during FY 2014 for the Franklin County Road Improvement Project for the Ty Cobb Regional Medical Center Project, Bowersville Water Project, and the JDA of Banks, Habersham, and Rabun Counties Broadband Project. It is

anticipated that RC staff will prepare and seek approval for grant administration for two (2) OneGeorgia Authority funded projects.

Other Potential Revenues

Fees will be charged according to the approved GMRC Fee Scale (February 24, 2011) to cover expenses for writing grants not currently generating income through administrative fees, including OneGeorgia, Immediate Threat and Danger, USDA – Rural Development, REBA, DOT, and other federal programs available to local municipalities.

A cost recovery fee will also be charged when non-due paying members are involved in the grant writing request process. Additional costs may be charged through a contractual agreement for projects requiring extended technical assistance or for supplemental costs, such as material costs, that may add to the actual cost of developing a grant application.

PROPOSED PROJECT LIST ECONOMIC & COMMUNITY DEVELOPMENT DEPARTMENT

FY 2014

Community Development Block Grants (CDBG)

City of Cornelia Phase 4	\$30,000
Lumpkin County	\$30,000

Community Development Block Grant-Employment Incentive Program (CDBG-EIP)

Rabun County Gap Partners Loan	\$30,000
Hart County Company Expansion	\$25,000

OneGeorgia Authority

White County Company Expansion	\$5,000
Towns, Union, Fannin – BHR Amphitheater	\$3,500

Economic Development Administration

Lavonia/Hart County Sewer Expansion	\$15,000
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Program Fees

Application Development	\$10,000
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ECONOMIC & COMMUNITY DEVELOPMENT DEPARTMENT

PROJECTED BUDGET FY 2014 REVENUES

	ARC	EDA	CDBG / EIP / OTHER	TOTAL
REVENUES:				
Federal	\$ 118,863	\$ 73,300	\$ 83,319	\$ 275,482
State	-	-	-	-
Program Fees	-	-	16,700	16,700
Interest / Other	-	-	-	-
Local Contributions - Dues	-	-	-	-
TOTAL REVENUE	\$ 118,863	\$ 73,300	\$ 100,019	\$ 292,182

PROJECTED BUDGET FY 2014 EXPENDITURES

	ARC	EDA	CDBG / EIP TE / OTHER	TOTAL
EXPENDITURES:				
Personal Services:				
Salaries	\$ 120,736	\$ 72,009	\$ 48,680	\$ 241,425
Fringe Benefits	44,540	26,564	17,958	89,062
Total Personal Services	\$ 165,276	\$ 98,573	\$ 66,638	\$ 330,487
Operating Expenditures:				
Travel	\$ 10,000	\$ 1,500	\$ 2,500	\$ 14,000
Equipment/Maintenance	-	-	-	-
Supplies	525	1,000	500	1,724
Contractual	25	-	-	25
Other	1,000	1,327	500	2,829
Total Operating Expenditures	\$ 11,550	\$ 3,827	\$ 3,500	\$ 18,578
Capital Expenditures:	\$ -	\$ -	\$ -	\$ -
Total Direct Expenditures	\$ 176,826	\$ 102,400	\$ 70,138	\$ 349,065
Indirect Cost Allocation: (44.84%)	\$ 74,110	\$ 44,200	\$ 29,881	\$ 148,190
TOTAL EXPENDITURES	\$ 250,934	\$ 146,600	\$ 100,019	\$ 497,255
Excess Revenues Over (Under) Expenditures	\$ (132,070)	\$ (73,300)	\$ 0	\$ (205,073)
OTHER FINANCING:				
Operating Transfers From Other Funds	\$ 132,070	\$ 73,300	\$ (0)	\$ 205,073
Total Other Financing	\$ 132,070	\$ 73,300	\$ (0)	\$ 205,073
Excess of Revenues & Other Sources Over (Under) Expenditures & Other Uses	\$ -	\$ -	\$ -	\$ -

**Georgia Mountains Regional Commission
FY 2014 Projected Work Scope
Planning Services Department**

DCA, Coordinated Planning – Under contract with Department of Community Affairs (DCA) the Planning Dept. carries out work pertaining to comprehensive planning, coordinated planning, regional planning and quality growth. Activities in support of DCA programs and include providing to local governments guidance and assistance in the development of, and updates to, local comprehensive plans and the Development of Regional Impact (DRI) notification process.

Regional activities sponsored through the FY 14 DCA contract will include the following:

- Completion of the Rabun County Comprehensive Plan update
- Development of model urban master plans for several cities (This is a follow up to current study of 8 historic downtowns)
- Development of an Emergency Services Plan for White County
- Introduction of organizational retreats for local Community Development personnel, helping local governments annually assess zoning and permitting results and comp plan implementation
- Completion of a housing assessment for the City of Gainesville
- Development of an updated Historic Resource database and GIS files
- Development of a model local foods assessment to help each county gauge their dependence on outside resources

Transportation Planning – The GMRC maintains an annual contract with the Georgia Department of Transportation (GDOT). Program activities include providing GDOT with data and information for internal planning, information system and program maintenance, environmental and economic analysis and for reporting to the public. In addition to the general contract support and administration, activities projected for FY14 include:

- Assistance with the promotion of the Safe Routes to School (SRTS) program, follow up with SRTS activities in Cornelia and White County, and the development of a SRTS community assessment for Royston;
- Revision of rural transit plans for all 11 counties (see below);
- The completion of a Scenic Byways nomination report Habersham County, analysis of a potential new corridors within Banks and Franklin Counties, and ongoing monitoring of the Russell-Brasstown Valley byway corridor;
- Implementation of plans for area Rails-to-Trails programs and other bike paths in the region; Promulgation of the GM Regional Bike-Ped Plan.
- Ongoing promotion and support of the TE and MAP-21 programs;
- Natural and historic resource review and impact analyses of GDOT projects (Section 106)

It is also expected that the GMRC will be contracting with the Department of Human resources to participate in the Coordinated Transit Program. This is an effort by the various State departments supporting rural transit services of any kind to foster single-points of administration at the county level and foster more efficient provisions of transit services to all users. Preliminary contract terms and program objectives are under review by the GMRC and a contract is anticipated for FY14. It is unknown at this time if the work will require additional personnel, but the GMRC will only take up this program if it can make the contract terms viable.

Environmental Planning – The GMRC currently has two contracts with the Chestatee-Chattahoochee RC&D regarding watershed monitoring and protection for the Mud Creek and Cold Water Creek watersheds. The Mud Creek project is entering its final stages and will close out during the fiscal year. RC tasks for this project will involve ongoing sampling at 11 sites within the watershed, overseeing the last of the implementation contracts with 4 landowners and close out reporting for submittal to EPD. The Cold Water Creek project will have moved from developing the Watershed Improvement Plan (WIP) to soliciting participation by private landowners in pursuing land improvements. It will follow the same model used for the Mud Creek project and will carry through the full fiscal year.

Additionally, a new 1½ year contract with the CCRC&D is expected for the Towns/Testnatee Creek area in White County. This would match the contract requirements for the Cold Water Creek project, requiring the RC to convene an advisory committee, develop a WIP and then solicit property owners to participate in the land improvement contracts.

Finally, the GMRC has contracted with the Ga EPD to complete phase 2 of the TMDL monitoring for the Chestatee River in Lumpkin County. This would involve the collection and testing of water samples as well as coordination of a local stakeholder committee to guide assessment of watershed conditions and help determine possible sources of any continued contamination. The RC will also develop a WIP as part of this effort and may assist with implementation projects as part of a follow up grant in later years.

Hazard Mitigation Plan Assistance – The GMRC completed/will complete 6 Hazard Mitigation Plans during FY13, but at least 4 of them may remain under federal review heading into FY14. The RC is under contract to amend these documents and help the local governments close out their grants as part of these projects, but this work should be light and done within the first part of the fiscal year. No other new HazMit plans are expected for another 2 years.

Historic Preservation Planning – As State funding remains low this work will only be done upon request and contract from a local government. Work activity consists of three elements: A) providing a qualified and approved historic preservation planning staff to administer the program; B) the provision of a broad range of historic preservation technical assistance to local governments, organizations, individuals and to Georgia DNR Historic Preservation Division; and, C) maintaining a Regional Advisory Committee on historic preservation.

Planning Services and Technical Assistance – This program's primary objective is to provide professional staff assistance in the preparation and implementation of local and regional land use plans and natural resource management plans and/or programs. The planning department may advocate and assist in the accomplishment of effective land use planning by providing expertise and consulting advice into the methods and policies which characterize local planning. Services can include the review and analysis of current land use problems and the development of programs and other remedies (codes, ordinances, education activities, structural and non-structural improvements) to achieve the desired results of local governments. The Planning Dept. will also coordinate at least one training session for planning officials within the region.

PLANNING SERVICES DEPARTMENT

PROJECTED BUDGET FY 2014 REVENUES

	Planning Services	DCA	GDOT Planning	EPD TMDL	TOTAL
REVENUES:					
Federal		\$ -	\$ 81,600	\$ 30,000	\$ 111,600
State	-	157,999	-	-	157,999
Program Fees	30,000	-	-	-	30,000
Interest / Other	-	-	-	-	-
Local Contributions - Dues	-	-	-	-	-
TOTAL REVENUE	\$ 30,000	\$ 157,999	\$ 81,600	\$ 30,000	\$ 299,599

PROJECTED BUDGET FY 2014 EXPENDITURES

	Planning Services	DCA	GDOT Planning	EPD TMDL	TOTAL
EXPENDITURES:					
Personal Services:					
Salaries	\$ 26,723	\$ 86,479	\$ 50,526	\$ 14,605	\$ 178,333
Fringe Benefits	9,858	31,902	18,639	5,388	65,787
Total Personal Services	\$ 36,581	\$ 118,381	\$ 69,165	\$ 19,993	\$ 244,120
Operating Expenditures:					
Travel	\$ 12,000	\$ 2,800	\$ 1,300	\$ 500	\$ 16,600
Equipment/Maintenance	-	-	-	-	-
Supplies	650	650	50	50	1,400
Contractual	-	-	-	-	-
Other	1,800	650	472	492	3,414
Total Operating Expenditures	\$ 14,450	\$ 4,100	\$ 1,822	\$ 1,042	\$ 21,414
Capital Expenditures:	\$ -	\$ -	\$ -	\$ -	\$ -
Total Direct Expenditures	\$ 51,031	\$ 122,481	\$ 70,987	\$ 21,035	\$ 265,534
Indirect Cost Allocation: (44.84%)	\$ 16,403	\$ 53,082	\$ 31,014	\$ 8,965	\$ 109,463
TOTAL EXPENDITURES	\$ 67,434	\$ 175,563	\$ 102,000	\$ 30,000	\$ 374,997
Excess Revenues Over (Under) Expenditures	\$ (37,434)	\$ (17,563)	\$ (20,400)	\$ 0	\$ (75,398)
OTHER FINANCING:					
Operating Transfers From Other Funds	\$ 37,434	\$ 17,563	\$ 20,400	\$ (0)	\$ 75,398
Total Other Financing	\$ 37,434	\$ 17,563	\$ 20,400	\$ (0)	\$ 75,398
Excess of Revenues & Other Sources Over (Under) Expenditures & Other Uses	\$ -	\$ -	\$ -	\$ -	\$ -

**Georgia Mountains Regional Commission
FY2014 Projected Work Scope
Information Services Department**

GIS Services

To provide high quality and spatially accurate digital map products for member governments upon request. Potential Projects for FY14: Zoning and Annexation Updates for municipalities; City Cemetery Inventories, Updates and Expansion; Infrastructure (Water/Sewer/Storm water) Mapping creation/updates; Hazard Mitigation Plan Mapping; Environmental/Stream analysis and mapping, digital map data distribution to member governments, consultants and engineers as related to projects to include aerial photography and LiDAR elevation data; Regional Web-Based GIS project; Coordinate Regional Aerial Photography Flight for 2015.

Basic GIS and GPS training upon request by member governments.

Georgia Department of Community Affairs

Coordinated Work Program

Prepare and send to DCA all local and regional comprehensive plan maps and metadata including existing land use, future development and update of community facilities according to DCA Contract guidelines. Map data compiled and submitted by sources other than GMRC staff will be evaluated for completeness processed and submitted meeting the same guidelines set forth above. These map data will be joined together to create GMRC regional maps of land use, projected development patterns, green infrastructure, regionally important resources and community facilities.

US Census Bureau BAS (Boundary Annexation Survey) assistance as requested by member governments and US Census 2010 data dissemination for regional and local use.

General

GMRC and Workforce Development IT support and website maintenance.

INFORMATION SERVICES DEPARTMENT

PROJECTED BUDGET FY 2014 REVENUES

	GIS Services	DCA	ARC / EDA	TOTAL
REVENUES:				
Federal	\$ -	\$ -	\$ 7,750	7,750
State	-	54,120		54,120
Program Fees	47,408	-		47,408
Interest / Other	-	-		-
Local Contributions - Dues	-	-	-	-
TOTAL REVENUE	\$ 47,408	\$ 54,120	\$ 7,750	\$ 109,278

PROJECTED BUDGET FY 2014 EXPENDITURES

	GIS Services	DCA	ARC / EDA	TOTAL
EXPENDITURES:				
Personal Services:				
Salaries	\$ 30,546	\$ 25,100	\$ 7,268	\$ 62,914
Fringe Benefits	11,268	9,259	2,681	23,209
Total Personal Services	\$ 41,814	\$ 34,359	\$ 9,949	\$ 86,123
Operating Expenditures:				
Travel	\$ 2,000	\$ 500	\$ 500	3,000
Equipment/Maintenance	1,000	9,250		10,250
Supplies	400	472		872
Contractual	-	-		-
Other	450	145	590	1,185
Total Operating Expenditures	\$ 3,850	\$ 10,367	\$ 1,090	\$ 15,307
Capital Expenditures:	\$ -	\$ -	\$ -	\$ -
Total Direct Expenditures	\$ 45,664	\$ 44,726	\$ 11,039	\$ 101,430
Indirect Cost Allocation: (44.84%)	\$ 18,750	\$ 15,407	\$ 4,461	\$ 38,618
TOTAL EXPENDITURES	\$ 64,414	\$ 60,133	\$ 15,500	\$ 140,048
Excess Revenues Over (Under) Expendi	\$ (17,006)	\$ (6,013)	\$ (7,750)	\$ (30,770)
OTHER FINANCING:				
Operating Transfers From Other Funds	\$ 17,006	\$ 6,013	\$ 7,750	\$ 30,770
Total Other Financing	\$ 17,006	\$ 6,013	\$ 7,750	\$ 30,770
Excess of Revenues & Other Sources Over (Under) Expenditures & Other Uses	\$ -	\$ -	\$ -	\$ -

GEORGIA MOUNTAINS REGIONAL COMMISSION

PROJECTED INDIRECT FY 2014

Personal Services:			
Salaries	\$	209,932	
Fringe Benefits		77,444	
Supplies & Materials		10,535	*Attachment B
Repairs & Maintenance		27,055	*Attachment B
Utilities		14,000	
Printing & Publications		3,000	
Postage & Freight		2,500	
Travel		6,000	
Per Diem & Fees		21,500	*Attachment B
Use/Depreciation			
Equipment		1,000	
Other Expense:			
Telephone		9,075	
Dues/Subscriptions		2,250	
Advertising		400	
Misc Insurance		3,200	
Rentals		8,923	*Attachment B
TOTAL:	\$	<u>396,814</u>	
DIRECT SALARIES:	\$	646,445	
FRINGE BENEFITS:		<u>238,474</u>	
	\$	884,919	
INDIRECT RATE:	\$	<u>396,814</u>	= 44.84%
	\$	884,919	

ATTACHMENT B
INDIRECT COST POOL
SUPPLEMENTAL INFORMATION

<u>*Supplies</u>		<u>***Per Diem/Fees</u>
Computer/Backup	5,500	21,500
General/computer	3,835	\$ 21,500
Maintenance	1,200	
	<u>\$ 10,535</u>	
<u>**Repairs/Maintenance</u>		
Htg/air-repair	\$ 1,000	
Ht/air-maint	500	
Roof	700	
Plbg	750	
Orkin-Pest/termite	850	
Security Sys Monitoring	495	
Janitorial	4,200	
Lawn	3,960	
Waste Container	1,500	
Acctg Software Maint.	1,500	
Typewriters	400	
Computer/Maint/Rep	6,000	
	<u>\$ 21,855</u>	
<u>****Rentals</u>		
Postage Meter		\$ 2,100 lease @ \$525/Qtr
Copier/Printer		6,588 lease @ \$549/month
PO Box		<u>235</u>
		\$ 8,923

GEORGIA MOUNTAINS REGIONAL COMMISSION
Total Annual Local Contribution
FY 2014

	<u>Estimated 2011 Population</u>		<u>Local Contributions based on \$ 1.10 per capita</u>
BANKS	18,251	\$	20,076.10
DAWSON	22,459		24,704.90
FORSYTH	181,840		200,024.00
FRANKLIN	15,548		17,102.80
Canon*	752		827.20
Carnesville	572		629.20
Franklin Springs	946		1,040.60
Lavonia	2,133		2,346.30
Royston*	1,913		2,104.30
HABERSHAM	30,921		34,013.10
Alto*	659		724.90
Baldwin*	2,553		2,808.30
Clarksville	1,742		1,916.20
Cornelia	4,184		4,602.40
Demorest	1,831		2,014.10
Mount Airy	1,292		1,421.20
Tallulah Falls*	97		106.70
HALL	135,041		148,545.10
Clermont	891		980.10
Flowery Branch	5,791		6,370.10
Gainesville	34,422		37,864.20
Gillsville*	212		233.20
Lula*	2,649		2,913.90
Oakwood	4,046		4,450.60
HART	20,820		22,902.00
Hartwell	4,485		4,933.50
LUMPKIN	24,780		27,258.00
Dahlonega	5,251		5,776.10
RABUN	13,484		14,832.40
Clayton	2,043		2,247.30
Dillard	340		374.00
Tiger	407		447.70
STEPHENS	17,539		19,292.90
Toccoa	8,421		9,263.10
TOWNS	10,611		11,672.10
UNION	20,487		22,535.70
Blairsville	647		711.70
WHITE	23,335		25,668.50
Cleveland	3,425		3,767.50
Helen	513		564.30
	<u>627,333</u>	<u>\$</u>	<u>690,066.30</u>

*Cities located in more than one county

Georgia Mountains Regional Commission 2014 Workforce Development Work Scope

October 1, 2011 the Georgia Mountains Regional Commission (GMRC) became the grant recipient/administrative entity for the Workforce Investment Act programs in the Georgia Mountains Workforce Investment Area 2 (Georgia Mountains Workforce Development). The GMWD serves the 13 county GMRC region. Georgia Mountains WD operates under the 1998 Investment Act. Grant funds flow from the US Department of Labor through the Governor's Office of Workforce Development to Georgia Mountains Regional Commission.

Grant funds include 4 basic types and are broken into:

- Adult
- Dislocated Worker
- Youth in School
- Youth Out of School

Mission Statement

To achieve sustainable economic growth & individual self-sufficiency by developing, sustaining and promoting employment resources & opportunities for all job-seekers & employers through community partnership.

The mission statement will be accomplished through working directly with local schools, local business, youth organizations, technical colleges, and private educational and job training organizations to provide educational and work experience to the Georgia Mountains Region. The services will provide a better workforce thus improving the economic conditions for families and business.

GEORGIA MOUNTAINS WORKFORCE DEVELOPMENT STAFF

GEORGIA MOUNTAINS EXECUTIVE DIRECTOR			
GM WORKFORCE DEVELOPMENT DIRECTOR		FINANCE DIRECTOR	
ADMIN. ASSISTANT	ADULT SUPERVISOR	YOUTH SUPERVISOR	BILLING SPECIALIST
INTAKE MANAGER	4 ADULT CASE MANAGERS	2 YOUTH CASE MANAGERS	FINANCIAL ASSISTANT
OJT PROG. COORDINATOR	RECEPTIONIST/INTAKE	ADULT PROGRAM ASST.	
YOUTH INTAKE PROG ASST.	YOUTH PROGRAM ASST.		

ORIENTATION TO WIA-FUNDED SERVICES

Georgia Mountains Workforce Development (GMWD) staff will provide orientation to services to all interested customers. In-depth orientation conducted by a GMWD staff member is provided by appointment. Orientations will include an explanation of the program, eligibility and suitability criteria, general policies and procedures, and assessment testing requirements.

Each customer interested in pursuing training through the GMWIB will be referred to a GMWD staff member for the eligibility certification and assessment.

Individuals seeking assistance through Georgia Mountains Workforce Development should be a resident in one of the thirteen counties that comprise the area or be/have been employed by a company whose business is/was within the Georgia Mountains service area. Individuals residing outside of the thirteen county area should review the Priority of Service policy.

ADULT SERVICES AND DISLOCATED WORKER SERVICES

Every Adult (18 years and older) customer that is interested in pursuing training through a WIA-funded program must be determined eligible by GMWD staff. All customers must provide documentation to support the "right to work" in the United States as well as compliance with the Selective Service (if applicable).

A Priority of Service will be instituted by the Director if the level of current, unobligated WIA Adult funds drops to 25% of the grant award amount. Interested customers must then provide the aforementioned documentation, reside in the thirteen county Georgia Mountains area as well as possess a barrier to employment. The barriers to employment are listed below:

1. Lacks a high school diploma or GED
2. Offender (felony)
3. Basic skills deficient (reading or math below 9th grade level)
4. Food stamp recipient (currently or in the last 6 months prior to application)
5. TANF recipient (currently or in the last 6 months prior to application)
6. Underemployed:
An individual, who is currently employed, and whose employment has one or more of the following characteristics:
 - a. Is temporary, seasonal, or interim in nature;
 - b. Is in an occupation/industry that is subject to or has a history of repeat layoffs;
 - c. Is with a company that offers no health insurance benefits;
 - d. Is with a company that offers little or no career advancement opportunities;
 - e. Is working part-time but desires full-time, or;
 - f. Is working in employment not commensurate with the individual's demonstrated level of education
 - g. Lacks self-sufficiency (see attached policy)
7. Limited English proficiency (as determined through written & oral communications)
8. Single parent
9. Older Worker (55+)

GROWTH AND DEMAND LIST

Georgia Mountains Workforce Development has put together a list that represents the area's "Growth and Demand" occupations, it does not breakdown the "training" requirements of each occupation. This information can be found in the Directory of Occupational Titles. Many of the occupations DO NOT REQUIRE significant training or may require only on-the-job training. Some occupations may require pre-hire letters. Due to the economy, some of these occupations require detailed proof of the demand in the area in which the customer lives or plans to commute. Please consult the Georgia Mountains

WORKFORCE DEVELOPMENT DEPARTMENT

PROJECTED BUDGET FY 2014 REVENUES

	ADULT ADMIN	ADULT PROGRAM	DW ADMIN	DW PROGRAM	YOUTH ADMIN	YOUTH-IN PROGRAM	YOUTH - OUT PROGRAM	TOTAL
REVENUES:								
Federal	\$ 195,842	\$ 1,539,540	\$ 252,874	\$ 2,275,871	\$ 209,178	\$ 1,439,367	\$ 616,871	\$ 6,529,543
State	-	-	-	-	-	-	-	-
Program Fees	-	-	-	-	-	-	-	-
Interest / Other	-	-	-	-	-	-	-	-
Local Contributions - Dues	-	-	-	-	-	-	-	-
TOTAL REVENUE	\$ 195,842	\$ 1,539,540	\$ 252,874	\$ 2,275,871	\$ 209,178	\$ 1,439,367	\$ 616,871	\$ 6,529,543

PROJECTED BUDGET FY 2014 EXPENDITURES

	ADULT ADMIN	ADULT PROGRAM	DW ADMIN	DW PROGRAM	YOUTH ADMIN	YOUTH-IN PROGRAM	YOUTH - OUT PROGRAM	TOTAL
EXPENDITURES:								
Personal Services:								
Salaries	\$ 61,583	\$ 184,928	\$ 61,234	\$ 183,895	\$ 60,638	\$ 120,788	\$ 51,766	\$ 724,832
Fringe Benefits	23,919	71,826	23,783	71,425	23,552	46,914	20,106	281,525
Total Personal Services	\$ 85,502	\$ 256,754	\$ 85,017	\$ 255,320	\$ 84,190	\$ 167,702	\$ 71,872	\$ 1,006,357
Operating Expenditures:								
ITA's (Individual Training Accounts)		855,831		731,723		278,598	128,628	\$ 1,994,780
Travel								\$ -
OJT		\$ 90,000		\$ 90,000				\$ 180,000
Equipment/Maintenance								
Operating Expenses	10,978	68,021	10,978	68,369	22,112	72,539	72,539	\$ 325,536
Supplies								-
Contractual								-
Mobile Units	-	18,332	-	18,332	-	9,168	9,168	55,000
Total Operating Expenditures	\$ 10,978	\$ 1,032,184	\$ 10,978	\$ 908,424	\$ 22,112	\$ 360,305	\$ 210,335	\$ 2,555,316
Capital Expenditures:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Total Direct Expenditures	\$	96,480	\$	1,288,938	\$	95,995	\$	1,163,744	\$	106,302	\$	528,007	\$	282,207	\$	3,561,673
Indirect Cost Allocation: (44.84%)	\$	12,163	\$	-	\$	12,163	\$	-	\$	24,326	\$	-	\$	-	\$	48,652
Indirect is only charged on the RC employees salary that is charged to WIA																
TOTAL EXPENDITURES	\$	108,643	\$	1,288,938	\$	108,158	\$	1,163,744	\$	130,628	\$	528,007	\$	282,207	\$	3,610,325
Excess Revenues Over (Under) E:	\$	87,199	\$	250,602	\$	144,716	\$	1,112,127	\$	78,550	\$	911,360	\$	334,664	\$	2,919,218
OTHER FINANCING:																
Operating Transfers From Other Funds																
Total Other Financing	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Excess of Revenues & Other Sources Over (Under) Expenditures & Other Use	\$	87,199	\$	250,602	\$	144,716	\$	1,112,127	\$	78,550	\$	911,360	\$	334,664	\$	2,919,218